

Washington State
Home Care Quality Authority
Sustainability Plan
As Required by Executive Order 02-03

Agency Contact

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Policy Statement

The Home Care Quality Authority is committed to comply with Executive Order 02-03 to meet current operational needs while utilizing sustainability practices to protect our environment and conserve our nature resources for future generations.

The Home Care Quality Authority recognizes that:

- *The natural resources of our state are scarce and precious;*
- *We have a responsibility to future generations to preserve our environment and natural resources;*
- *Local decisions have regional and global implications;*
- *A healthy environment supports healthy citizens;*
- *Investment in the design phase of any process or product drives sustainable outcomes;*
- *Collaborative relationships and a collaborative approach support sustainable solutions.*

*The Home Care Quality Authority was created to improve the **quality** of long-term in-home care services provided to the state's seniors and persons with disabilities who wish to live independently in their own home through better regulations, higher standards, increased accountability and the enhanced ability of consumers to obtain services.*

*The Home Care **Quality** Authority is also dedicated to protecting and improving the **quality** of our environment and the **quality** of life for the citizens of Washington State.*

Long Range Goals

- *Institutionalize Sustainability as an Agency Value*
- *Raise Employee Awareness of Sustainable Practices in the Workplace*
- *Minimize Energy and Water Use*
- *Shift to Clean Energy for both Facilities and Vehicles*
- *Shift to Non-toxic, Recycled and Remanufactured Materials in Purchasing and Construction*
- *Expand Markets for Environmentally Preferable Products and Services*
- *Reduce or Eliminate Waste as an Inefficient or Improper Use of Resources*

Current Practices

The Home Care Quality Authority (HCQA) is a small agency of Washington State government and is governed by a nine-member board. The Home Care Quality Authority was established by citizen initiative in November 2001 to improve the quality of long term in-home services provided by individual providers through improved regulations, higher standards, increased accountability, and the enhanced ability of consumers to obtain services. In addition, the HCQA was created to encourage stability in the individual provider work force.

During the 2002 legislative session, the legislature incorporated the text of the initiative in state law ([RCW 74.39A.220 to 290](#)). In May 2002, the Governor appointed the nine-member board and in June, 2002 the board held its first meeting, and three temporary employees worked with the board to get the agency up and running. The first permanent employee was hired in October, 2002 and the HCQA has a total of five full time equivalent employees.

The HCQA leases 800 square feet from the Department of Social and Health Services and owns no vehicles.

Because HCQA has had permanent employees for less than one year (one for just two months), the agency does not have a history to present a strong case for dramatic improvements, but we are committed to sustainability and currently practice the following to recycle and conserve energy:

Recycle:

- We recycle paper and cardboard.
- Because recycling containers are not available on the floor in the building we are renting, employees take their cans and bottles home for recycling.

- We use recycled furniture and office supplies from the Department of Social and Health Services Surplus Warehouse whenever possible.
- We recycle printer cartridges.

Conserve Energy:

- We purchase energy-efficient computer equipment, including flat-screened monitors.
- We purchase laptop computers and docking stations so one computer can service two purposes. It can be used as the office computer in the docking station or it can be used separately as a portable laptop. This saves the energy needed for the manufacture by using one piece of equipment instead of two.
- We practice energy conservation by turning off unused lights.
- We purchase bottled water in reusable five gallon jugs instead of purchasing individual bottles of water. This saves the energy that would have been used to manufacture individual plastic bottles and the energy necessary to recycle those bottles.
- We encourage employees to bring their own coffee cups to the coffee shop instead of using a disposable paper cup.
- We encourage teleconferencing whenever possible to conserve on fuel consumption, and to avoid adding to pollution and traffic congestion, and save taxpayer money.
- We purchase recycled printer/copier paper that is 30% post consumer fiber.
- We carpool to meetings whenever possible.

Fleets and Transportation

The Home Care Quality Authority does not have any agency-owned vehicles. We encourage carpooling to meetings, whenever possible. Telecommuting is encouraged whenever it will conserve natural resources and utilize the most efficient use of time.

Two of our Board Members use public transportation (bus and train) to attend our meetings.

Purchase of Goods and Services

The Home Care Quality Authority uses surplus furniture and office supplies whenever possible. Purchasing priorities include environmentally-friendly products, recycled or remanufactured products, non-toxic, energy-efficient goods, and products that are durable and less likely to end up in landfills.

Paper Consumption From January to August 2003, HCQA used 45 reams of recycled 30% post consumer waste paper. During the same period, HCQA

consumed an estimated 500 sheets of paper through the Department of Printing for miscellaneous jobs and a total of 33,000 sheets for two large surveys.

Facility Construction, Operation, and Maintenance

The Home Care Quality Authority currently leases 800 square feet of office space from the Department of Social and Health Services. We support the energy conservation and maintenance plans that the Department of Social and Health Services has established for the building.

Grounds Maintenance

The Home Care Quality Authority currently leases 800 square feet of office space from the Department of Social and Health Services. The landlord for the Department of Social and Health Services maintains the grounds.

Health and Safety Programs

HCQA has representation on the building Safety Committee which was established to address health and safety issues in and around the office.

The Home Care Quality Authority provides a disaster survival kit to each employee that contains water and emergency food rations for three days and an emergency blanket. The HCQA also has a solar-powered emergency radio and First Aid kit, plus extra supplies to care for other people working in the immediate area who are not HCQA employees.

All employees are shown the emergency exits in the building and instructed on where to meet outside in the case of fire.

To be respectful of the allergies or sensitivities of others, employees are asked to refrain from wearing strong colognes, perfumes, or aftershave lotions.

The Home Care Quality Authority's Sustainability Goals

GOAL 1: *Institutionalize Sustainability as an Agency Value*

By the year 2004, the Home Care Quality Authority (HCQA) will institutionalize sustainability as an agency value.

Strategy: The Home Care Quality Authority will declare that sustainability is an agency value and business will be conducted in a manner that is respectful of our environment and contributes positively towards the quality of life of all citizens.

Outcome: Reduction of negative impacts to the natural environment.

GOAL 2: *Raise Employee Awareness of Sustainable Practices in the Workplace*

By the year 2004, educate 100% of HCQA employees about Sustainable Practices in the workplace and implement a continuing education program.

Strategy: Require that all HCQA employees read the Home Care Quality Authority Sustainability Plan.

Strategy: Include Sustainability as a topic at weekly staff meetings, allowing time for contributions, questions, and answers.

Strategy: Send monthly e-mail updates to employees on the benefits of sustainability, presenting material in an interesting format that will capture their attention. Include hyperlinks of website.

Strategy: Establish a Sustainability Folder on the HCQA shared drive and include links to articles on sustainability.

Outcome: HCQA employees will be aware of the Home Care Quality Authority Sustainability Plan and will understand why it is important and how they can personally contribute to the success of the plan.

GOAL 3: *Minimize Energy and Water Use*

Reduce HCQA's overall vehicular use by 5% by the year 2005. Reduce overall vehicular mileage an additional 5% by 2007.

Strategy: Emphasize that employees reduce automobile use whenever possible by carpooling, walking, bicycling, use of public transport and teleconferencing conferencing.

Strategy: Study the possibility of employee alternative work schedules, including telecommuting.

Strategy: Schedule all meetings occurring in Seattle on the same day, whenever possible, to reduce mileage and efficiently use employees' time.

Outcome: Reduced consumption of nonrenewable fossil fuels, reduced emissions into the environment. Reduced water pollution from non-point source pollution. Most efficient use of employee time and personnel resources, including conserving personal energy.

By the year 2007, any new lease negotiated by HCQA will include sustainability standards.

Strategy: Prior to renewal of building lease, review the landlord's water conservation plans and suggest that the landlord consider having an audit of their water conservation program done by General Administration.

Outcome: Landlord awareness of efficiency measures for water conservation and suggestions for improvement. Reduced consumption of water.

GOAL 4: *Shift to Clean Energy for both Facilities and Vehicles*

By the year 2007, any new lease negotiated by HCQA will include sustainability standards.

Strategy: Prior to renewal of building lease, review the landlord's energy conservation plans and suggest that the landlord request an audit by General Administration to determine alternate low energy solutions for lighting and heating.

Strategy: Prior to renewal of building lease, review the landlord's procedures to appropriately dispose of burned out fluorescent light bulbs.

Strategy: Negotiate with landlord to provide recycling programs for aluminum cans, plastic bottles, and batteries.

Outcome: Reduced use of natural resources, reduction of materials in the landfills.

By the year 2007, HCQA will require employees to use hybrid or flexible fuel State Motor Pool vehicles whenever available. By the year 2009, any vehicles purchased by HCQA will be the most energy-efficient, fuel conserving, sustainable vehicles available on state contract.

Strategy: Request Hybrid or flexible fuel vehicles when using the State Motor Pool.

Strategy: The HCQA will use the highest standard possible to purchase vehicles that will best support the sustainability policy.

Outcome: Reduced use of natural resources, cleaner air.

GOAL 5: *Shift to Non-toxic, Recycled and Remanufactured Materials in Purchasing and Construction*

By the year 2004, HCQA will only purchase environmentally friendly, chlorine free, 100% recycled, 90% postconsumer content paper for the agency's printers.

Strategy: When the current supply of paper is exhausted, HCQA will order only environmentally-friendly paper for printers as described above.

By the year 2006, HCQA will require that all printing jobs ordered through the Washington State Department of Printing use environmentally-friendly products.

Strategy: Work with the Department of Printing Customer Service Representative to ensure that they will be able to provide environmentally-friendly inks and papers by the year 2006.

By the year 2008, HCQA will only purchase products that have been manufactured in an environmentally-friendly manner, with an emphasis on recycled and/or remanufactured products.

Strategy: By purchasing only products that have been manufactured in an environmentally-friendly manner, with an emphasis on recycled and/or remanufactured products, the HCQA will be instrumental in changing the manufacturing practices of businesses to reflect the need to protect our environment.

Outcome: By demanding and purchasing products that are environmentally friendly, the HCQA will be instrumental in changing the manufacturing practices of businesses through the basic economic supply and demand theory.

GOAL 6: *Expand Markets for Environmentally Preferable Products and Services*

Strategy: Purchase only products that have been manufactured in an environmentally-friendly manner, with an emphasis on recycled and/or remanufactured products.

Outcome: The HCQA will contribute to the expansion of markets for environmentally preferable products and services.

GOAL 7:

Reduce or Eliminate Waste as an Inefficient or Improper Use of Resources

Strategy: Emphasize use of e-mail communications to reduce paper consumption; utilize work materials with recycled content whenever possible.

Outcome: Reduce use of materials with a high percentage of waste byproducts and recycle all waste by-products from consumables.