

Work Place Policies

NEBRASKA DEPARTMENT OF HEALTH AND HUMAN SERVICES



Department of Health & Human Services



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Welcome to the Nebraska Department of Health and Human Services!

At the Department of Health and Human Services (DHHS), “Helping people live better lives” is something we do everyday. The DHHS has a workforce in excess of 6,000 employees, yet each employee and each job is equally important. We depend on our employees to do their best so that all people in Nebraska are effectively served.

As an employee of the DHHS, you help ensure the success of programs. Your individual job is an integral part of the DHHS and you can make substantial contributions. Keep in mind the importance of the functions of other programs, offices and facilities within the DHHS and work in cooperation with them.

This handbook is intended as a general guide. It highlights significant rules and regulations related to state employment. It also provides you with information regarding professional conduct, compensation and benefits, as well as other policies and procedures.

You are responsible for acquainting yourself with the guidelines in this handbook, rules, regulations and internal processes that apply specifically to your work. You may need to refer to a collective bargaining agreement or other rules and regulations for more specific information about these policies or those related specifically to your job. Copies of the Labor Contracts and Classified System Personnel Rules and Regulations can be found at www.das.state.ne.us/emprel/

If you have any questions or concerns about the information in this handbook, please contact your supervisor or a Human Resources and Development representative. Additional resources and information pertaining to the Department of Health and Human Services can be found on the Intranet at www2.dhhs.ne.gov, or the Internet at www.dhhs.ne.gov.

Again, welcome to the Nebraska Department of Health and Human Services.



General Policies

Code of Conduct

You are expected to maintain and exercise the highest moral and ethical standards in carrying out your responsibilities and functions and to perform your job in a professional manner. You are expected to be honest, trustworthy and respectful. As a DHHS employee you shall:

- Demonstrate only proper and unbiased involvement with customers.
- Maintain appropriate relationships with clients, patients, members, co-workers and management.
- Ensure personal appearances and workplaces portray professional standards.
- Maintain constructive communication with others.
- Work to achieve and maintain proficiency at assigned duties.
- Ensure your personal relationships do not influence professional decisions and avoid even the appearance of impropriety, bias or conflict of interest.
- Immediately report to supervisors any situation where a conflict of interest could be perceived.
- Abide by state and federal laws and by the rules and regulations which cover your employment.
- Immediately report any information which could impact an individual case, contract or other DHHS business.
- Understand all work products developed on work time belong to the DHHS.
- Refrain from accepting any outside financial gain or benefit through the performance of your duties.

Conflict of Interest

You are prohibited from using or attempting to use your official position to secure unwarranted privileges or exemptions for yourself or others. You shall not give the impression that any person can improperly influence you in the performance of your official duties, or that you are improperly affected by the kinship, rank, position or influence of any party or person. You shall not accept gifts of value or loans from persons doing business with the state which are intended

to or which appear to influence the official relationship between the donor and recipient; and failure to resolve a conflict of interest is subject to disciplinary action.

You may not have any interest, financial or otherwise, direct or indirect, or engage in any business or transaction or professional activity or incur any obligation of any nature which is in conflict with the proper discharge of your duties in the public interest.

If you believe you have a conflict of interest or if there is an appearance or potential for such you shall give your supervisor a written statement describing the conflict of interest. Your written statement may be reviewed by other officials in the DHHS as well as the Nebraska Accountability and Disclosure Commission. You may be removed from some or all of your duties until the conflict of interest is resolved.

Employment and Supervision of Relatives (Nepotism)

Except as authorized by state law, employees are not allowed to hire, promote, supervise, advance or recommend the hiring, promotion or advancement of a family member in state government. For purposes of this nepotism provision, family member means the employee's spouse, child, parent, brother, sister, grandchild or grandparent, by blood, marriage or adoption. If a state official or employee becomes a supervisor of a family member, that supervisor must notify the agency head in writing within 7 days of becoming aware of the situation. The agency head may grant an exception to the prohibition against nepotism or the prohibition against supervision of a family member or take action to remedy the supervisory situation. If an exception is to be granted, the agency head must file the following with the Accountability and Disclosure Commission: 1) A copy of the notification from the employee; 2) A written showing of good cause for the exception; and 3) Any written decision of the agency head.

Equal Employment Opportunity and Affirmative Action Statement

The DHHS is dedicated to creating and sustaining a unified, accessible, caring and competent workforce. This dedication translates into an understanding that all persons are entitled to work and advance on the basis of qualifications and competence, to be treated with dignity and respect, and to be free from discrimination on the basis of race, religion, national origin, disability, color, sex, age or marital status. Equal Employment Opportunity and Affirmative Action will be integral parts of our daily operations.

We are committed to providing equal opportunity and equal treatment in all terms and conditions of employment. We will remain open to examining our policies and procedures to prevent discrimination.

Our Affirmative Action process is an extension of our equal employment opportunity commitment. This process is a means by which we can measure, analyze, evaluate, and improve our efforts to develop a work force which is representative of the larger work force available in

the state of Nebraska. We will use a variety of tools to recruit, select, promote and support an employee population that reflects the communities in which they work.

Each employee regardless of title is expected to make a good faith effort to carry out this understanding and demonstrate appropriate behavior. Disparaging remarks, actions or materials making reference to race, religion, national origin, disability, color, sex, age or marital status will not be tolerated.

The DHHS is committed to a future that is inclusive of all who can provide the knowledge, skills, abilities, ideas and efforts needed to make our vision a reality.

Equity and Diversity

We recognize, encourage, utilize, and value people's similarities and differences to carry out our mission of "*helping people live better lives*". Employees shall treat all people with respect and dignity and foster a culture that invites and values the rich diversity among our employees and the people we serve.

Discrimination and Harassment

You have the right and responsibility to treat and be treated fairly, equally, with dignity, respect and to be free from discrimination on the basis of race, color, religion, age, sex, disability or national origin. See appendix for additional policy information.

Disabilities and Accommodations

The DHHS has a responsibility to provide reasonable accommodation to allow otherwise qualified persons with disabilities to participate in our workforce. You may make a request to your supervisor or a Human Resources and Development representative for an accommodation at any time. You may be asked for information to support the request from your physician or other appropriate source.

Drug Free Work Place

You have the right to work in an environment free from the detrimental effects of illicit drugs or alcohol. You are responsible to ensure you do not bring drugs or alcohol in the workplace or report to work under the influence of drugs or alcohol. You may be subject to drug and alcohol testing when there is reasonable cause to believe you may be under the influence. See appendix for additional policy information.

Confidentiality and Disclosure of Information

You have a responsibility to comply with all laws, regulations and internal processes in providing access to records and maintaining the confidentiality of the records. You are only to access the records and information that are needed to do your job or that you have a need to know. If you gain access to a record, or information from a record, which has been designated by law or regulation as confidential, whether as part of your regular job duties or by accident, you may not further share that information with anyone other than those people within the agency who have the right to know this information. Information concerning the identities of recipients or applicants for assistance, including, but not limited to, amounts and types of payments, and social background information pertaining to individuals or families is to be held in the strictest confidence and may not be released for any purpose not specifically authorized by DHHS. Even after your employment with DHHS ends, you are expected to maintain the confidentiality of this information.

If you appear before a legislative committee, the courts, the Parole Board, Pardons Board or any other administrative or judicial body, you shall not purport to speak on behalf of the DHHS, unless so authorized by the agency director or designee.

State Property

State property is to be used for work related reasons. You shall not use state property or time for your own personal use or benefit. You must go outside the workplace for such things as postage, photocopies, computer use, sending and receiving faxes or any other personal business. Your personal business shall be conducted on your own time either on breaks or non-work hours. See appendix for additional policy information.

You may use a DHHS telephone for essential personal business as long as there are no costs charged to the state, the use does not interfere with state business and is kept to a minimum. Essential personal business is defined as local or long distance calls to children at home, teachers, doctors, day care centers and baby sitters to inform family members of unexpected schedule changes or other essential personal business. Essential personal long distance calls shall be either collect, charged to a third party, non-state number or charged to a personal credit card.

Property of the State of Nebraska which is lost or suspected stolen should be immediately reported to your supervisor.

State Motor Vehicles

You may, as part of your job duties, be required to drive a motor vehicle. When you drive a vehicle on state business, you are responsible for driving the vehicle in a legal, safe and defensive manner. You must have a valid driver's license and have completed an approved defensive driving course. If you drive a personal vehicle on state business you must have the minimum liability insurance required by law.

You shall report all citations for moving violations received while on state business no later than the first working day following the citation to your supervisor. You shall notify your supervisor immediately if your driver's license is suspended, is revoked or becomes invalid.

Use of a state vehicle for commuting purposes must be approved in advance by the agency head or designee using the established commuting authorization form. Any employee who utilizes a state vehicle in a commuting capacity will need to complete a monthly commuting report and submit it with the travel log to the DHHS Vehicle Coordinator. Links to the commuting authorization form and monthly commuting report are found below.

Commuting Authorization Form:

<http://www2.dhhs.ne.gov/operations/supp2/overnight.xls>

Monthly Commuting Report:

http://www.das.state.ne.us/accounting/forms/commt_mo.doc

Refer to the State of Nebraska Transportation Services Bureau (TSB) policies and procedures manual, (located in all state owned vehicles) for more detailed information.

Employee Personnel Records

Employee personnel files are the property of the DHHS. You may review your personnel file during regular office hours. Personnel files are maintained in your Human Resources and Development office. Please coordinate with your supervisor to arrange time away from your work area to view your personnel file.

No Smoking Policy

Smoking is prohibited in any state owned, leased or occupied building, vehicles owned or leased by the state and in some locations greater constraints apply (such as campus/grounds wide). This no smoking policy applies seven days a week and twenty four hours a day.

Selection and Performance

Selection

Vacancy Announcements

Vacant positions will be posted in accordance with applicable labor contracts and/or Classified System Personnel Rules and Regulations. Refer to the DHHS web page to view current job openings.

Interviews

If you interview for a position within the DHHS, with supervisory approval, you will be allowed up to two hours of work time to interview if the time cuts across your normal work hours. Travel expenses are generally your responsibility unless granted written approval from the agency head/designee.

Probationary Period

The probationary period is part of the selection process. It is a time for you to adjust to your new position in the DHHS and for your supervisor to determine your ability to satisfactorily perform assigned duties and responsibilities. Refer to applicable labor contracts and/or Classified System Personnel Rules and Regulations for specifics.

Performance Management

One of the primary objectives of supervision is to ensure prompt, efficient and courteous service as the expected work duties are executed and the desired work outcomes are produced. To meet this goal, supervisors are responsible for training, coaching, motivating, directing and correcting behavior of staff. In any organization it is essential that certain standards of personal conduct and work performance are maintained. Most people prefer to work in an orderly environment and will readily conform to reasonable rules of conduct and standards of performance as long as they understand what is expected of them and why it is needed. Supervisors are responsible for informing their subordinates of management's expectations. Where problems with employees' behavior or performance arise, a supervisor should seek to correct the problem with the least level of intervention that produces the expected standard.

It is important for each employee to know what their supervisor expects of them and this is accomplished, in part, through timely and accurate communication on a regular basis. Performance evaluations are designed to provide another, more formal, channel of communication between you and your supervisor. The report helps you understand how well

your performance meets those expectations. You will participate in a performance evaluation meeting at least once per year. Feedback on your performance doesn't end there. Feedback discussions are a continuous activity.

At times feedback is not enough and other corrective action is necessary, such as a work improvement plan or a formal disciplinary action. The goals of discipline are to inform the employee of inadequacies in performance or instances of improper behavior, clarify what constitutes satisfactory performance or behavior, instruct the employee on what action must be taken to correct the performance or behavior problem and inform the employee of what action will be taken in the future if the expectations are not met. It is not that different from regular feedback, but it is different because it is a formal process that signifies that the continued poor or problem behavior will not continue without some negative consequences. It signifies the seriousness of the situation. The type and extent of disciplinary action is governed by the nature, severity and effect of the offense. Specifics regarding the disciplinary process can be found in the applicable State of Nebraska Labor Contract or Classified System Personnel Rules and Regulations.

General Employee Information

Work Week

The DHHS office hours are normally from 8:00 a.m. to 5:00 p.m., Monday through Friday, excluding holidays, unless an exception is authorized. The DHHS' direct care facilities must be staffed twenty four hours a day seven days a week. Employees in 24 hour facilities who are on an 8/80 schedule must account for 80 hours in a two week period to be considered full time. All other employees must account for at least 40 hours work in a week to be considered full time.

Expectations of Employee Attendance

Absenteeism and lateness detract from our ability to carry out the mission and cause an undue burden, as well as morale issues, for those employees who must fill in for absent or tardy employees. Regular, predictable attendance is an essential function of each job. It is your responsibility to report to work promptly as scheduled. Tardiness and unexcused or unexpected absences may have an impact on your transfer or promotion opportunities and may result in loss of pay or disciplinary action. See appendix for additional policy information.

Alternative Work Schedules

An alternative work schedule is an established work schedule that varies from the normal shift required for full-time employees. Any adjustment from your established schedule requires prior supervisory approval.

Employees who work shifts in a 24 hour facility who are approved to work more than eight hours a day must sign an Alternative Work Schedule Waiver. Employees may need to adjust their work week or use leave during weeks with a holiday to account for 40 hours. (Each holiday is equivalent to eight hours.) For example, if an employee has an Alternative Work Schedule and was supposed to work ten hours on a holiday, he/she would need to make up two hours of time by adjusting their work week (or 8/80 schedule) or charge two hours to Vacation Leave, accumulated Compensatory Time or leave without pay.

Rest Periods

You will be allowed a fifteen minute rest period during each one-half shift (one half shift shall not be less than four hours). Your rest period will be scheduled at approximately the middle of each one-half shift (unless approved by your supervisor, rest period is not to be taken one hour after or one hour before the start and end of your shift, respectively). There may be times you

will need to respond to workplace situations and are therefore unable to take a rest period. Rest periods are considered work time and shall not be cumulative.

Meal Period

You will be granted an unpaid meal period of at least thirty minutes in duration or at the DHHS' discretion, a paid meal period in those situations where qualified relief is not available. Your meal period will be scheduled at approximately the middle of each shift. With prior supervisory approval, you may adjust your schedule for the day and work through your meal period.

Home Officing

Home officing as a work option can help the DHHS maximize the efficient use of its resources. Home officing is defined as working one or more days per week from a space specifically set aside as an office in an employee's residence. Management decisions regarding home officing are not grievable. Additional information can be found at www.dhhs.ne.gov.

Other Employment

With prior written notification to your supervisor, you may engage in additional employment or acquire private interest in business, provided such employment or interest does not interfere with the interest of the state, the DHHS or the state statutes.

Employee Dress

You will maintain a high standard of personal appearance and grooming. The clothing you wear on the job should reflect the requirements of your job and working conditions. Your supervisor has the responsibility and authority to determine what attire reflects the requirements of the job and working conditions.

Political Activities

You may engage in political activities as long as it occurs outside your work time or while on approved leave. You may not display political material in your work space or wear clothing or buttons endorsing a political candidate or position while performing state duties. If your position is entirely or partially funded with federal money you are covered by the federal Hatch Act and you are barred from being a candidate for a partisan office.

Law Violations

Immediately upon your return to work you are required to report in writing to your supervisor any charge and conviction of law violations, excluding minor traffic offenses (i.e. speeding; parking tickets). Individuals listed on the Adult Protective Services/Child Protective Services Registry with a determination of abuse or neglect shall not be eligible to work or remain employed in a position providing direct care or client services delivery.

Employee Fraud

If you believe another employee of the DHHS is committing a fraudulent act with respect to the DHHS' programs or functions you shall provide a written report to the agency head.

Security and Safety

Safety & Work Related Injury

Observing Safety Regulations

Safety is a shared responsibility between employees and supervisors. It is important for employees to be “safety conscious” and take precautions to avoid injury, illness and exposure to occupational disease while in the performance of duties. Employees are to follow all safety rules and regulations and are to bring potentially unsafe working conditions to the attention of supervisors for review and appropriate action.

Workers Compensation

If you sustain an injury during the performance of your duties you need to immediately notify your supervisor or Worker’s Compensation Coordinator. If a job related injury or illness is deemed compensable by Worker’s Compensation you may be granted *injury leave not to exceed five days of the employee’s normal working shifts for any particular injury. A working shift is counted even if an employee is absent for any portion of their assigned shift. Until the injury or disease is deemed compensable, employees must use available leave to cover the time absent. Once the injury or disease is deemed compensable, the employee’s leave balance will be restored and injury leave will instead be changed for the first five working shifts.

Our program requires a joint effort among employees, supervisors and the worker’s compensation coordinator to provide early intervention and support in cases of job-related accidents. Our goal is to get the employee back to work as soon as possible to help maintain the employee’s salary and benefits, and the employee’s well being, by returning them to a productive status. This may include temporarily returning the employee to work on a modified duty or in a light duty position. It also means the worker’s compensation coordinator will be actively working with the injured employee to determine if any temporary physical restrictions can be accommodated so they can return to work. We value our trained, experienced employees whose absence is felt by all, especially by our clients, members, patients and coworkers.

**Injury leave is not available for employees in positions covered by the Engineering, Science and Resources (“E”) Bargaining Unit.*

Office/Facility Security and Safety

Each office/facility in the DHHS has policies that address your safety and security on the job, the security of state property and the safety and security of the people we serve. You are expected to keep in your possession and to not loan any keys or access cards that have been issued to you, unless written authorization has been given to you by a supervisor. See appendix for additional policy information.

Pay Information

Pay Periods and Wage Payments

Pay Periods

You are paid on a biweekly pay cycle. The biweekly pay dates are every other Wednesday. The specific paydate schedule can be found at www.dhhs.ne.gov under Human Resources and Development. There are two pay cycles during the year when there are no deductions except for federal and state withholding taxes, Social Security, credit union and retirement deductions. It is critical you notify your HR Office for any changes of address, marital status, number of dependents, or any other qualified events which may affect your payroll or benefits.

Earnings Record

You can access your earnings records through Employee Self Service in the Nebraska Information System (NIS). It is your responsibility to check your earnings record for accuracy and you should retain this information for your personal records.

Wage Payments

Wage payments will be made using an electronic direct deposit to one or more financial account(s) designated by you, or by means of an electronic deposit to a payroll card. A payroll card operates like a debit card and no credit check or bank account is required. You choose the method that best works for you. Contact your Human Resources and Development office for more information on direct deposit and payroll cards.

Classification and Pay

You are assigned to a classification and a corresponding pay line established by the Department of Administrative Services, State Personnel Division. The DHHS may request a review of your classification at any time. You may request an audit of your functions, duties and responsibilities if you believe you are classified incorrectly. Contact your supervisor and a HR representative if you wish to pursue this option.

Service Date

For most employees, your service date will be your date of hire. This date will be adjusted for a leave of absence of more than fourteen consecutive calendar days, any suspensions without pay or for separations of less than five years.

Overtime and Compensatory Time

To determine overtime eligibility employees are divided into two categories in accordance with the Fair Labor Standards Act (FLSA).

Non-exempt

Employees eligible for overtime shall receive compensation at one and one-half times their hourly rate in the form of either pay or compensatory time off for hours worked in excess of 40 hours in any work week or 8/80 hours in a day and pay period, respectively, for those shift employees who work in a hospital, nursing home or establishment for the sick, aged or mentally ill. The employer maintains the ability to choose to pay cash at any time for overtime compensation obligations. Check with your supervisor to see if you are on a 40 or an 8 and 80-hour schedule. If you transfer within the DHHS you will be paid for your accumulated compensatory time at the time of the transfer.

Exempt

Employees are not eligible for overtime compensation for work in excess of 40 hours in any work week.

Benefits

Insurance

You have several plans to choose from and costs differ according to the coverage selected. Within 30 days of employment you need to elect (sign up) the benefits you want. Your coverage will begin the first day of the month following your first 30 days of employment. You must work half time or more in order to qualify for insurance coverage. Benefit options include single party (employee only), partial (employee/spouse or employee/child(ren) or full family (employee/spouse/child(ren) coverage. Temporary employees may be eligible for coverage under these plans. You can obtain specific benefit option information and rates from your HR representative and via www.dhhs.ne.gov.

Additionally, you may enroll for benefits or make changes to your benefits during an open enrollment period or when a family status change occurs.

Consult your Human Resources and Development representative for more details on insurance coverage, options and cost.

Health Insurance

The decision to enroll in a health insurance plan is optional. You decide on a plan option appropriate for your needs. You pay a prorated share of the health insurance premium and so does the State of Nebraska.

When you end your employment with the State, you may be able to continue your health insurance coverage for a period of time. If you choose this option, you will be responsible for the total premium.

Dental, Vision and Long Term Disability Insurance

Dental, Vision and Long Term Disability coverage are other optional insurance benefits available to employees. You pay the full cost of the premium for these insurance plans. There is no state contribution toward these insurance options.

Life Insurance

Full-time employees, excluding temporaries, receive Basic Life term insurance policy at no cost to them. Employees who work at least half time and are less than full-time may enroll in the optional Basic Life but will be required to pay a portion of the state's premium contribution. Optional Life Insurance for employees and dependents is available at the employees' expense.

Flexible Spending

Permanent employees, excluding temporaries, may voluntarily elect to set aside an amount from their paycheck, which is not taxed. The money you would set aside in this plan can only be used toward medical and/or dependent care expenses.

Retirement

Your membership in the Nebraska State Employees Retirement Plan is mandatory and effective immediately upon your hire. Your contribution will be automatically deducted from your first paycheck and all subsequent paychecks and be credited to your account in the Nebraska Public Employees Retirement Systems Plan. Contributions are:

- Tax sheltered;
- 4.8% of your gross wages;
- Matched at the rate of 156%; and
- Vested after a period specified by the plan

414(h) – Cash Balance

All new employees participate in the mandatory Cash Balance benefit immediately upon employment. Employees have a minimum guaranteed return rate with this plan.

401(a) – Defined Contribution

This plan is not accepting new employees. Employees who have elected to keep their Defined Contribution benefit make their own investment decisions for both member and employer contributions. Rates of return vary based on investment choices and market performance.

457(b) – Deferred Compensation

A Deferred Compensation Plan is a voluntary investment plan whereby you authorize the State to defer part of your current compensation and receive the amount, plus earnings, at a later date, such as at retirement. Deferred Compensation is available to any employee and can be started and stopped at any time.

Employee Assistance Program (EAP)

EAP is a confidential assessment and short term counseling service. Employees and their dependent family members or family members residing with them may receive assistance in dealing with issues such as stress, chemical dependency, emotional difficulties, marital complications, parenting issues, and difficulties at work. Initial visits with the EAP are covered at no cost to the employee. Fees for services beyond and outside of the EAP contract are the responsibility of the employee. EAP can be contacted at 800-666-8606.

The office hours of the EAP are flexible so you are encouraged to make appointments during non-work time. If you need to make the appointment during your work schedule you will be allowed to use your Sick Leave.

The EAP is also available to supervisors when working with an employee who has unsatisfactory job performance, attendance or other issues. If a supervisory referral is made you will be granted the appropriate amount of time to attend an initial counseling session without charging it to sick leave, vacation leave or compensatory time. Since this supervisory referral is considered work time, mileage reimbursement may be applicable. Once the initial visit is concluded, should you wish to continue counseling, you will be given the opportunity to use sick leave for further counseling sessions.

Tuition Assistance

The Employee Tuition Assistance Program provides financial assistance to help you further your education. Eligibility information and enrollment forms can be found on the DHHS intranet or through your Human Resource and Development representative.

Credit Union

State employees, other than temporary, are eligible to join the Nebraska State Employees Credit Union. Credit Union offices are located at:

- 330 South 16th Street, Lincoln, 402-471-2561
- Beatrice State Developmental Center, 3000 East Lincoln Boulevard, Beatrice, 402-223-7542
- 1715 North Bell, Fremont, 402-727-3295
- Omaha State Office Building, 1313 Farnam, Omaha, 402-595-2801

Types of Leave

Holidays

Full-time employees receive eight hours of Holiday Leave with pay for 12 holidays each year. Part time employees earn holiday leave in a prorated amount. Employees must be in a pay status on the workday immediately preceding and the workday immediately following an observed holiday in order to receive compensation for that day. Temporary employees are not eligible for holiday leave with pay. Due to coverage issues, you may be required to work on a holiday.

New Year's Day	January 1
Martin Luther King, Jr. Day	Third Monday in January
President's Day	Third Monday in February
Arbor Day	Last Friday in April
Memorial Day	Last Monday in May
Independence Day	July 4
Labor Day	First Monday in September
* Columbus Day	Second Monday in October
Veteran's Day	November 11
Thanksgiving Day	Fourth Thursday in November
Day after Thanksgiving	Friday following Thanksgiving
Christmas Day	December 25

** Holiday not available for employees in positions covered by the Engineering, Science, and Resources ("E") Bargaining Unit.*

Leave

Vacation and Sick Leave

All permanent employees earn paid leave time. Earning of leave begins immediately upon employment and it may be applied as soon as it is earned, subject to the provisions of the remainder of this section. Leave usage will be based on the number of hours you are scheduled to work. Refer to applicable State of Nebraska Labor Contract or Classified Personnel Rules and Regulations for accrual schedule, scheduling, balancing and payout upon termination of employment.

NOTE: For the purpose of Sick Leave use, DHHS has expanded the definition of immediate family to include siblings (brothers & sisters).

Sick Leave Advancement

At the Agency's discretion, permanent employees (not on original probation) may be advanced up to a maximum of 40 hours of sick leave. Requests for advancement of sick leave are to be submitted in writing to the immediate supervisor. Substantiating medical documentation is required.

Bereavement Leave

Up to five days bereavement leave may be granted to you for a death in your immediate family. For purposes of this section, immediate family shall mean spouse, father, mother, grandfather, grandmother, sister, brother, child (including foster child), grandchild, spouse of any of these, or someone who bears a similar relationship to the spouse of the employee. Step-persons bearing these relationships are included. At the agency head's discretion, the definition of immediate family may be expanded to include other individuals with a similar personal relationship to the employee as that of an immediate family member.

Military Leave

Military leave shall be granted in accordance with applicable federal and state laws, and is limited to 120 hours a year, with no accumulation of unused leave carried over to the following calendar year. Such military leave may be taken in hourly increments. Employees who are members of the National Guard or Reserve shall provide their Unit Training Assembly (drill) schedule, or military orders where applicable, to their supervisor as soon as it is available from the Military Unit.

Family Military Leave

If you are a spouse or the parent of a person called to military service lasting 179 days or longer you are entitled to unpaid leave for 30 work days during the time the federal or state orders are in effect.

Civil Leave

All employees, including temporaries, shall be eligible for paid civil leave. For detailed information regarding Jury Duty, Election Board Duty, Voting Time, Court Appearances and Disaster Relief refer to applicable State of Nebraska Labor Contract or Classified Personnel Rules and Regulations.

Leave of Absence

You may request an unpaid leave of absence for up to one year for such things as temporary disabilities, education purposes, newly adopted children or other uses. Your request must be in writing and approved by the Agency Head/Designee.

Family Medical Leave (FML)

FML is unpaid time off from work for certain family and medical reasons. You may use accrued leave time for all or part of your time off provided you meet the criteria for such leave. Refer to

applicable State of Nebraska Labor Contract or Classified Personnel Rules and Regulations for information on eligibility and conditions for use. Application for FML is made through your Human Resources and Development office.

Catastrophic Illness Leave

If you experience a catastrophic event, you may be eligible for catastrophic leave donations. A catastrophic event is defined as a serious illness or injury resulting in a prolonged absence of at least thirty work days during a six month period. Refer to applicable State of Nebraska Labor Contract or Classified Personnel Rules and Regulations for information on eligibility, conditions and donating to other employees.

Complaint Resolution

Employee Grievance Procedure

A grievance is a formal written complaint alleging violation involving the interpretation or application of rules promulgated by the DAS State Personnel Division, the DHHS System policies or applicable labor contracts. Eligibility for filing a grievance is determined by applicable labor contracts or Classified Personnel Rules and Regulations. Filing a grievance does not delay the effective date of any management action. Filing of a grievance shall not jeopardize the grievant's position, opportunities for advancement or salary increases.

For contract covered employees, grievance forms may be obtained from a union steward or representative. For Rules and Regulations covered employees, a grievance form can be obtained by contacting a HR representative.

Internal Complaint Process

Non-grievable complaints may be dealt with through the internal complaint process. Employees are encouraged to bring concerns directly to their immediate supervisor for discussion and resolution.

If the employee is not satisfied with a verbal response, the concern may be presented in writing to the supervisor within ten workdays of the event causing the concern. The supervisor will respond in writing within ten workdays.

If the employee is not satisfied with the supervisor's response, the issue may be presented in writing to the administrator within two workdays of receiving the supervisor's response. The administrator shall respond in writing within ten workdays.

If the employee is not satisfied with the administrator's response, the issue may be presented in writing to the division director within two workdays of receiving the administrator's response. The director will respond in writing within 15 workdays. The director's decision is final.

Supervisors are responsible for consulting with all necessary levels of supervision in the preparation of their written response to the internal complaint.

Time frames may be extended by mutual agreement of the parties. Failure to meet the timelines by any member of management automatically allows the employee to go on to the next step. If the employee does not forward the concern within the specified time frame, the issue is considered resolved.

Miscellaneous

Expense Reimbursement

Reimbursement will be made for authorized travel and other approved expenses in accordance with agency and Department of Administrative Service policy. For rates and procedural information, see the Intranet web site for Finance and Accounting at www2.dhhs.ne.gov. Additional information may also be found in the applicable State of Nebraska Labor Contract or Classified System Personnel Rules and Regulations.

Support of Employees Who Breastfeed

We are committed to promoting and supporting breastfeeding as the best source of nutrition for infants. This commitment includes providing a work place environment which is conducive to successful breastfeeding by employees who choose to breastfeed. See appendix for additional policy information.

Vendor Solicitation

You are not to endorse or appear to endorse or assist a vendor in selling or promoting their product or service. Vender solicitation will be coordinated through the DAS State Personnel Division.

Separations

Resignations

To resign in good standing you must give a written notice to your supervisor at least ten work days prior to your effective resignation date, unless your supervisor agrees to a shorter period.

Job Abandonment

An employee may be considered to have abandoned the job if s/he has been absent from work for longer than one workday without being on approved leave. In the DHHS, job abandonment may be cause for disciplinary action.

Appendix

DHHS Drug Testing Policy

ISSUE DATE: January 27, 2004

EFFECTIVE DATE: March 1, 2004

NUMBER: DHHS-2004-001

Drug and alcohol abuse undermines the ability of the Department of Health and Human Services (DHHS) and its employees to protect the safety of children and families, patients, members, and other individuals who rely upon DHHS for protection, care, support and services. The Department of Health and Human Services has long recognized this fact and has maintained a Drug Free Workplace Policy to combat the use and abuse of controlled substances and alcohol among its workforce. The intent of this Drug Testing Policy is to further support this commitment of DHHS to a drug-free workplace.

I. Pre-Employment Drug Testing

1. All offers of employment to applicants for positions identified as “safety-sensitive” shall be conditioned upon a valid, negative test result of the applicant’s urine, breath, and/or blood sample. All applicants subject to original probation offered a “safety-sensitive” position must successfully pass a drug test prior to starting work. A positive drug test shall require that the offer of employment be withdrawn. Refusal to submit to the drug test will be considered as a withdrawal of the application.
2. DHHS reserves the right to identify specific positions as “safety-sensitive” and subject to pre-employment drug testing. In general, any position that requires the following duties as a regular and normal duty of the position will be considered “safety-sensitive” and subject to pre-employment drug testing:
 - a. Direct care to patients, members, residents, participants, or any other recipient of services provided by any facility operated by DHHS. Examples of positions that may be within this category include, but are not limited to, Psychiatric Technician, Mental Health Security Specialist, Mental Health Practitioner, Developmental Technician, Youth Security Specialist, Teacher, Psychologist, Psychiatrist, Physician, Physician Assistant, Nurse, Licensed Practical Nurse, Nurse Practitioner, Pharmacist, Pharmacy Technician, Physical Therapist, Physical Therapy Aide or Assistant, Recreation Aide, Assistant or Coordinator, Staff Care Technician, and Youth Counselor.
 - b. Transporting any adult or juvenile whose care, custody and control has been placed with DHHS, or any portion thereof, by any court of competent jurisdiction, or any legally

- binding document. Examples of positions that may be within this category include, but are not limited to, Child and Family Services Specialist and Case Aide.
- c. Using any machinery, tool, chemical, or other substance or device with the reasonable potential to cause serious physical harm to the operator, user, or other individual. Examples of positions that may be within this category include, but are not limited to, Facility Maintenance.
 3. At the time DHHS seeks to fill a position, the duties of the position will be evaluated to determine whether the position shall be identified as “safety-sensitive” and subject to pre-employment drug testing. The CEO or the Director of the specific Division to which the position is assigned, shall determine whether the position shall be identified as “safety-sensitive” for purposes of pre-employment drug testing.
 4. The following notice shall be communicated, in writing, to all applicants for any positions identified as “safety-sensitive”:
“All applicants tentatively selected for this position will be required to submit to urinalysis to screen for illegal drug use before final appointment to the position.”
 5. Any failed drug test, as defined in Section III.4 herein, will require that the applicant be notified of disqualification for employment by DHHS in accordance with Section III.6 of this policy.
 6. Any manager or other supervisory employee who allows an applicant to begin work before receiving notification of the applicant’s negative drug test result will be subject to disciplinary action.
 7. All drug testing shall be conducted in accordance with the procedures set forth in Section III herein.

II. Reasonable Cause Testing

1. Whenever reasonable cause or suspicion warrants, employees of DHHS will be required to submit to drug and/or alcohol testing. Unless specifically addressed in Section II.b., the provisions of Section III of this policy shall be applied to reasonable cause or suspicion testing.
2. Reasonable cause or suspicion exists when the actions or appearances of an employee are out of the ordinary and unusual to the normal behavior patterns of the employee and could indicate the presence of an intoxicating substance. The conduct relied upon to form reasonable cause or suspicion must be based on specific and articulable observations concerning the appearance, behavior, speech, or body odors of the employee.
3. Testing for reasonable cause or suspicion will be conducted in accordance with applicable portions of Section III of this policy. Upon a determination by DHHS management that reasonable cause or suspicion exists to believe that an employee is under the influence of an intoxicating substance, the employee will be transported by DHHS management to the nearest authorized provider testing location and required to provide a blood, breath, or urine sample. The sample will be tested qualitatively for at least the following substances:
 - a. Amphetamines

- b. Cocaine metabolite
 - c. Marijuana
 - d. Opiates
 - e. Phencyclidine PCP
4. In addition to the substances identified in Section II.b.C. herein, when reasonable cause or suspicion has been determined by DHHS management to exist, the employee shall be required to provide a blood or breath sample to be tested for the presence of alcohol. A final result of .04 or greater on the breath analyzer test or an equal value on a blood alcohol test will be considered a positive alcohol level.
 5. An employee who is required to submit a sample for testing after determination of reasonable cause or suspicion shall not be allowed to return to work until at least 48 hours has passed from the time of the test, or DHHS has received notification of a negative test result of the sample provided by the employee.
 6. Time spent by an employee being transported to a testing location, and submitting a sample as set forth herein, shall be considered paid work time.
 7. An employee who fails a drug or alcohol test under this policy or refuses to submit a sample under this policy will be subject to disciplinary action.

III. Testing Provisions

1. At the time an offer of employment in a “safety-sensitive” position is extended, the potential employee will be given instructions on submitting a urine sample for drug testing. The sample will be tested qualitatively for at least the following substances:
 - a. Amphetamines
 - b. Cocaine metabolite
 - c. Marijuana
 - d. Opiates
 - e. Phencyclidine PCP
2. If an initial screen produces a positive result, a confirmatory test on the same sample will be conducted by a certified laboratory using gas chromatography/mass spectrometry (GC/MS) testing. If the confirmatory test is also positive, the result will be turned over to the Medical Review Officer (MRO).
3. All applicants submitting a sample that tests positive will be contacted by the Medical Review Officer (MRO) for any further medical information before the final determination of positive results are reported.
4. The following conditions shall be considered a failed drug test:
 - a. Confirmed positive test result from the laboratory and reviewed by the Medical Review Officer. However, a positive test result caused by the use of legally prescribed and administered drugs, as confirmed by the Medical Review Officer, shall not be considered a failed drug test.

- b. Inability to provide a specimen within the DOT guidelines for “shy bladder” and donor is unable to provide legitimate medical reasons for the inability to give a specimen per medical examination.
 - c. Refusal to submit to a test.
 - d. A drug screen test that is reported as negative, but dilute. However, the applicant will be given the option of submitting another sample, in accordance with this policy, to be tested at the applicant’s expense.
5. Any urine sample which results in a finding of drugs or alcohol will be refrigerated and preserved in a sufficient quantity for re-testing for a period of at least 180 days.
 6. Applicants submitting a sample which fails the drug test shall be ineligible for employment by DHHS for a period of six months, commencing on the date of confirmation of the failed drug test.
 7. Sample collection and drug testing shall be conducted by an authorized provider. The authorized provider shall comply with federal Department of Transportation chain of custody (COC) requirements in collecting, storing, transporting, testing, and maintaining all samples submitted under this policy.
 8. Test results will be granted confidentiality in accordance with all applicable state and federal laws, DHHS policy, Classified System Personnel Rules and Regulations, and relevant Labor Contract(s). The cost of initial testing and one confirmatory test will be borne by DHHS. If an applicant requests any further or additional test or retest, the applicant shall be responsible for the cost of any such further or additional test or retest.
 9. DHHS will comply with all state and federal laws requiring or allowing reporting of positive test results to professional licensing boards, regulatory bodies, or other appropriate oversight entities.

Department of Health and Human Services Employee Time and Attendance

EFFECTIVE DATE August 7, 2008

Purpose:

To provide consistent guidelines for handling and monitoring employee time and attendance issues.

Policy:

Employees are expected to report for duty as scheduled. It is the employee's responsibility to personally phone the designated person to report their absences or tardies within the agreed upon timeframes. Employees are expected to provide an acceptable reason for the absence or tardy and indicate the time or date they expect to return to work. Employees may be asked for documentation for any absence when the reason for the absence was a medical or dental appointment or there is suspected sick leave abuse. Employees must provide substantiating evidence, which includes medical facts, when the sick leave absence exceeds three consecutive workdays.

Definitions:

Occurrence— Each continuous period of unscheduled absence related to the same event shall be counted as one occurrence regardless of the number of consecutive workdays of duration. A daily absence call is required to the appropriate designated person unless a physician has specified in writing an anticipated length of absence.

Tardy— Any incident in which the employee is not at their scheduled work station, ready for work at the beginning of the designated time/shift, shall be considered a tardy.

Scheduled Time Off— Any time planned by the employee to be absent from their regular work schedule and approved in advance by their supervisor.

Unscheduled Time Off— Absences not planned or approved in advance by their supervisor. It is understood that an emergency may occasionally arise which prevents an employee's prompt attendance at work. Such instances may include personal illness, illness of a family member, or a death in the family.

Disciplinary Action:

Progressive disciplinary action may be taken when an employee has an excessive number of occurrences or tardies during a rolling 12 month period of time.

A verbal counseling may be issued when an employee incurs up to four unscheduled absences or tardies.

A written warning may be issued when an employee incurs the fifth unscheduled absence or tardy.

A disciplinary probation may be issued when an employee incurs the sixth unscheduled absence or tardy.

Employees who have accumulated seven or more unscheduled absences and/or tardies may have their employment terminated.

Employees failing to report for work and failing to report their absence to the designated person will be considered a no call/no show and may have their employment terminated.

The above policy is a guide for department supervisors. It is not intended to penalize the average employee who has 1–3 absences per year due to unscheduled personal needs. We recognize that the supervisor may need to use discretion when extenuating circumstances exist. Supervisors need to consider prior disciplinary actions; length of service; and patterns of and reasons for absences in deciding to alter or modify these steps on an individual basis.

Employees have the right to use sick leave as outlined in the Contract and/or the Classified System Personnel Rules and Regulations and approval of the usage of leave for an absence does not also indicate approval of the unscheduled/unexpected nature of the absence.

Employee Identification Policy

ISSUE DATE: December 21, 2004

EFFECTIVE DATE: December 21, 2004

REVISED: May 4, 2008

NUMBER: DHHS-2004-005

Purpose:

The purpose of the Nebraska Department of Health and Human Services (DHHS) Identification Card policy is: a.) to standardize identification being used by DHHS staff system-wide; b.) provide flexibility of adding access control to any or all staff as needed; and, c.) incorporate employee photo identification, access control, and state vehicle driving identification into one centrally managed card.

Policy:

DHHS will provide a unified access/identification card to all employees; and to long term contract staff, interns, and temporary staff upon request by a section administrator, Facility administrator, agency director, Chief Operating Officer (COO), Chief Executive Officer, (CEO), or other authorized individual.

- Support Services will develop procedures for requesting cards, and maintain a list of persons authorized to request an access card.
- All employees shall wear their identification cards in a visible location while they conducting business for DHHS. Exceptions to this requirement may be granted to 24-hour facilities patient care staff and staff who need to remain confidential as part of their job. The appropriate agency director must approve any exceptions.
- Identification cards shall remain the property of the State of Nebraska.
- Identification cards should not be defaced. This includes drawing or writing on the card, attaching stickers, or other acts which limit reusability of the card.
- Identification cards must be surrendered upon termination of employment.
- Employees who willfully disregard Department of Health and Human Services Identification Card policies and procedures may be subject to discipline.
- Agency Directors, managers and supervisors, are responsible for informing their employees of this policy and to enforce all provisions of this policy.

Identification Procedures:

To comply with federal privacy and security regulations, and to provide easier identification of non-staff, all employees are required to visibly wear photo identification in their work areas.

- Photo identification cards will be issued to all employees and other individuals frequenting the work areas on a regular basis upon approval of the section administrator, facility administrator, agency director, Chief Operating Officer (COO), Chief Executive Officer, (CEO) or their designates.
- All cards must be kept functional. If your card is broken or lost, contact Support Services immediately to obtain a replacement

Access Procedures:

Several work locations have converted to electronic access control. In these locations access is programmed onto the employee identification card to deactivate locks on the outside, and within the building. All future access control systems installed at DHHS occupied locations must be compliant with this card and must be coordinated with Support Services.

- Access to local offices can be added to employee identification cards by having a section administrator, facility administrator, agency director, Chief Operating Officer (COO), Chief Executive Officer, (CEO) approve the addition of access via e-mail to Support Services. Facility Access will be added per each facilities procedure.
- New employees needing access on a card will be issued temporary identification while their permanent identification is being created. This identification will be time limited.
- If access control is managed by Support Services, changes to time restrictions including termination of access must be made by e-mail.
- If an employee leaves employment with DHHS, the office or division must collect the access card and return it to Support Services.

State Vehicle Driver Identification Procedures:

To eliminate the need for a separate driver identification card, DHHS has reached an agreement with DAS-Transportation Services Bureau (TSB) to incorporate driver identification onto the DHHS employee identification cards. Those individuals who have passed the defensive driving course to drive a state vehicle will have their driver identification number printed on the bottom of their card in red.

Card Replacement Procedures:

The cards being used contain a computer chip to enable it to be used for access control. The cost of the cards and the associated printing costs are considerable.

- Cards that are not physically damaged, but fail to operate DHHS's access systems will be replaced at no cost to the employee.
- Replacement of lost or damaged identification cards (permanent or temporary) will be at the employee's expense. Current replacement cost is \$10.00.

- Any costs for name changes, picture changes, or other “personal requests” will be the responsibility of the employee.
- Replacement cost will be waived on lost or damaged identification cards that are more than 5 years old.
- Employees must immediately notify their supervisor and Support Services if their card has been lost or broken.

Visitor Access:

For purposes of this policy, visitors are defined as those people who are not State of Nebraska personnel employed in code agencies.

To promote a safe work environment; to protect the privacy of our customers and clients; and to further compliance with HIPAA’s Security and Privacy regulations, each DHHS location shall at a minimum install the following policies:

- Visitors shall sign in a visitor’s log and wear a visitor identification card while in the secure areas of DHHS occupied space.
- Employees are responsible for making sure all visitors sign-out and return their visitor identification cards.
- All visitors during their visit are the responsibility of the sponsoring DHHS staff.
- Facilities and local offices may require additional measures including wearing visitors badges, sign in log books, or other measures.

Identification and Access Policy and Procedures for the Nebraska State Office Building in Lincoln

ISSUE DATE: March 19, 2002

NUMBER: DHHS-2002-002

Purpose:

The purpose of this protocol is to identify facility access/security measures for the Nebraska Department of Health and Human Services (DHHS) Offices located in the Nebraska State Office Building (NSOB).

Protocol:

- Identification cards will be issued to all DHHS employees officed in the NSOB upon request and approval of the Division Administrator.
- Other persons who have frequent official business within the secure areas of the NSOB may be issued identification cards upon approval of the Division Administrator.
- All employees shall visibly display identification cards while they are in secured areas of the Department of Health and Human Services.
- Identification Cards remain the property of the State of Nebraska and shall not be defaced. Identification cards must be surrendered upon termination of employment.
- Secured doors shall not be propped open. Staff shall not take actions to circumvent the security measures in place.
- All visitors shall sign in and receive a visitor pass from the third floor receptionist. All visitors shall prominently display their visitor badge while in DHHS occupied space.
- An DHHS staff member shall accompany all visitors and guests while in the [secure areas](#).
- All visitors must check out, and return their badges to the third floor receptionist.

Description:

The Department of Health and Human Services occupied areas of the Nebraska State Office Building will be more secure through the use of required identification cards and restricted access to the employee work areas. Photo identification cards will be issued to all employees and other individuals frequenting the secured work areas on a regular basis upon approval. The secured area will incorporate all staff and working areas located behind the locked/access controlled doors. Access will be through the use of a small credit card size card, which will deactivate locks to the secure doors on the outside, and within the building.

Procedures:

- Employees who willfully disregard Department of Health and Human Services Identification Card policies and procedures may be subject to discipline.
- Supervisors, managers, or directors are responsible to inform their employees of this policy and to ensure employees are properly displaying identification cards.
- Employee identification cards can be obtained from Support Services by having the Division Administrator approve the type of access by e-mail.
- Employees, who for some reason do not have their permanent ID card, shall obtain a temporary identification card from Support Services (currently located in the southwest quadrant of 5th floor) upon arrival in the building. This temporary card will be time limited.
- Replacement of lost identification cards (permanent or temporary) will be at the employee's expense. Current replacement cost is \$15.00. Any costs for name changes, picture changes, or other "personal requests" will be the responsibility of the employee.
- Employees must immediately notify their supervisor and Support Services in writing or by e-mail that a card has been lost.
- Employees are expected to report anyone who does not wear a permanent or temporary identification card and is not escorted by a properly identified employee in the secure areas to Security at 471-2400, and Security will investigate.
- If an employee leaves employment with DHHS, is reassigned to another agency within the DHHS, or is reassigned outside of the NSOB, the office or division must collect the access card and return it to Support Services.
- Division Administrators must notify Support Services of changes to time restrictions or other information by submitting a request by e-mail.
- Access to the NSOB will be separate from access to DHHS occupied areas and must be specifically requested.

Visitor Access:

- Visitors will report to the third floor receptionist who will notify the employee of the visitor's arrival.
- Visitors will sign in the visitor's log and wear a visitor identification card while in the secure areas of DHHS.
- Visitors shall be escorted by an DHHS employee while in the secure areas of the Nebraska State Office Building.

Employees shall escort their visitors back to the third floor receptionist, and are responsible for making sure all visitors sign-out and return their visitor identification cards.

Information Technology (IT) Security Policy

ISSUE DATE: June 1, 2004

EFFECTIVE DATE: June 1, 2004

NUMBER: DHHS-2004-002

1.0 Purpose

This policy defines the safeguards deployed to protect DHHS Information Technology (IT) Resources.

2.0 Scope

This policy applies to employees, contractors, consultants, temporary employees, volunteers, and other workers employed by DHHS hereafter referred to as staff. This policy applies to all DHHS and State IT resources owned, leased, or supported by DHHS or any outside entity that has signed *Third Party Agreement* with DHHS.

DHHS IT resources referred to in this document include software applications containing protected DHHS data, servers, workstations, networks, and any process or procedure by which these systems are used, administered and/or maintained.

Safeguards defined in this document include the following categories:

- Audits for appropriate use of IT resources.
- Risk assessments of vulnerabilities for appropriate DHHS IT resources.
- Access controls to network and software application systems.
- Electronic and physical safeguards.

3.0 Policy

This Policy requires appropriate security safeguards be implemented and monitored to ensure the security, privacy, and confidentiality of the IT resources and tools used to provide DHHS services. Information Systems & Technology (IS&T) is charged with the responsibility for implementing and maintaining reasonable and appropriate security safeguards that meet state and federal statutes as they apply to DHHS and protected DHHS IT resources.

3.1 Staff granted access to DHHS IT resources must abide by all safeguards listed in this policy and follow the guidelines defined in standards and procedures associated with this policy. Staff will cooperate fully with IS&T in carrying out the safeguards.

3.2 It is DHHS Policy that to insure appropriate access to and use of IT resources is maintained, scheduled and random IT audits will be made on IT resources storing or accessing DHHS information. Such audits will be a joint venture between IS&T and the DHHS Department, Division, or Program area being audited.

3.3 It is DHHS Policy that scheduled and random risk assessments will be conducted on DHHS IT resources maintaining or accessing DHHS information. Such risk assessments will evaluate the potential security risk a defined IT resource's vulnerabilities may have and their potential impact it may have on other DHHS IT resources. The risk assessments will be a joint venture between IS&T and the DHHS Department, Division, or Program area accountable for the IT resource included in a risk assessment.

3.4 Development and implementation of remediation programs identified as a result of an IT audit or risk assessment is the joint responsibility of IS&T and the DHHS entity responsible for the IT resource being assessed.

3.5 It is DHHS Policy that appropriate access control safeguards be implemented to protect IT resources from unauthorized access. Access controls include unique identification and authentication of users before access is granted to protected IT resources. Any staff authorized to access a protected DHHS IT resource must be assigned a unique identification (ID). Staff assigned to a unique ID are responsible for protecting access granted using this ID and for all activity performed using their assigned unique ID.

3.6 It is DHHS Policy that appropriate electronic and physical safeguards must be implemented for any DHHS IT resource containing or accessing critical DHHS information. Electronic and physical safeguards must be appropriate to meet a defined level of risk and updated as required by state and federal statutes and changes in technology.

4.0 Policy Standards

Associated Standards published subsequent to this policy provide specific guidelines for compliance to the policy. Standards reflect current guidelines and may be updated as necessary to meet changes in state and federal rules and regulations and changes in technology implemented in DHHS.

[Information Technology \(IT\) Security Audit Standard](#)

[Information Technology \(IT\) Risk Assessment Standard](#)

[Information Technology \(IT\) Access Control Standard](#)

[Information Technology \(IT\) Incident Reporting Standard](#)

5.0 Enforcement

Should a violation of this Acceptable Use Policy occur, the individual who committed the violation shall be personally responsible for their own actions and any reasonably foreseeable consequences of those actions. Any employee found to have violated this policy may be disciplined in accordance with the applicable workplace policies and labor contracts. Such discipline may include termination of employment.

Information Technology (IT) Resources Acceptable Use Policy

ISSUE DATE: June 1, 2004

EFFECTIVE DATE: June 1, 2004

NUMBER: DHHS-2004-003

1.0 Purpose

DHHS and State IT Resources can be effective tools for DHHS staff provided they are used appropriately and adequately protected. Effective use and security is a team effort involving the participation and support of every DHHS employee and affiliate that deals with information and/or information systems. It is the responsibility of every IT resource user to know DHHS policies and guidelines, and to conduct their activities accordingly. The purpose of this policy is to:

- Define acceptable use of DHHS and State IT Resources
- Promote effective and efficient use of information technology resources.

IT resources referred to in this policy include those managed by the DHHS Information Systems & Technology (IS&T) and the contracted resources managed by the Department of Administrative Services. These resources included but are not limited to computer hardware and software, data storage, portable digital devices, network communication infrastructure, network access, Internet/Intranet/Extranet access, and electronic communication (i.e., E-mail, Instant Messaging, data exchange).

2.0 Scope

This policy applies to employees, contractors, consultants, temporary employees, volunteers, and other workers employed by DHHS. This policy applies to all DHHS and State IT resources owned, leased or supported by DHHS. Standards and procedures associated with this policy define how DHHS staff and agents may use DHHS and State IT resources in the following categories:

- Computer Hardware (including but not limited to personal computers, printers, portable digital devices, laptop computers, mainframe computers, and servers)
- Network Infrastructure and Network Access
- Internet/Intranet/Extranet Access
- Electronic Communication (E-mail, Instant Messaging, data exchange)
- Wireless Access and Wireless Access Devices
- Security Safeguards
- Remote Access

3.0 Policy

DHHS recognizes the State of Nebraska Acceptable Use Policy for the State Data Communications Network (SDCN) as published by the Nebraska Department of Administrative Services Division of Communications.

DHHS and State IT resources are the property of DHHS and the State of Nebraska and are provided for the specific and express purpose of performing state business. Acceptable use of DHHS IT resources and the state SDCN/DHHS IT communication network is limited to activity directly related to performing state business as outlined in DHHS standards and procedures published in association with this policy.

Use of IT resources for any purpose other than to carry out state business will be considered a violation of this policy. DHHS owns all information compiled, stored, and used by DHHS employees and contracted partners and reserves the right to monitor all IT resources to verify compliance of this policy.

4.0 Policy Standards

Associated Standards published subsequent to this policy provide specific guidelines for compliance to the policy. Standards reflect current guidelines and may be updated as necessary to meet changes in state and federal rules and regulations and changes in technology implemented in DHHS.

Information Technology (IT) Resources Acceptable Use Standard:

http://www2.dhhs.ne.gov/policies/it_resources_acceptable_use_standard.pdf

5.0 Enforcement

Should a violation of this Acceptable Use Policy occur, the individual who committed the violation shall be personally responsible for their own actions and any reasonably foreseeable consequences of those actions. Any employee found to have violated this policy may be disciplined in accordance with the applicable workplace policies and labor contracts. Such discipline may include termination of employment.

Software Acceptable Use Policy

ISSUE DATE: June 1, 2004

EFFECTIVE DATE: June 1, 2004

NUMBER: DHHS-2004-004

1.0 Purpose

It is prohibited to install or use software on computer hardware for which is not approved or authorized by DHHS. This policy defines DHHS official position on acquisition, installation, and use of licensed software on DHHS owned or supported IT assets.

2.0 Scope

This policy applies to employees, contractors, consultants, temporary employees, volunteers, and other workers employed by DHHS. US copyright laws require DHHS not permit any employee to use software in any manner inconsistent with the applicable license agreement, including giving or receiving software or fonts from clients, contractors, customers and others.

3.0 Policy

All DHHS hardware including servers, communication equipment, desktop computers, workstations, laptop computers, PDA's, and home computers shall be used for exclusively for DHHS work activity.

It is the policy of DHHS to respect all computer software copyrights and to adhere to the terms of all software licenses to which DHHS is a party.

DHHS will take all steps necessary to prohibit users from duplicating any licensed software or related documentation for use either on DHHS premises or elsewhere unless DHHS is expressly authorized to do so by agreement with the licensor.

Unauthorized duplication of software may subject users and/or DHHS to both civil and criminal penalties under the United States Copyright Act.

Only software approved by DHHS IS&T may be installed on any resources owned or supported by DHHS. Only DHHS IS&T staff can authorize installation, modification, or updates to software installed on any IT resources owned or supported by DHHS.

4.0 Policy Standards

Associated Standards published subsequent to this policy provide specific guidelines for compliance to the policy. Standards reflect current guidelines and may be updated as

necessary to meet changes in state and federal rules and regulations and changes in technology implemented in DHHS.

Software Acceptable General Use Standard

http://www2.dhhs.ne.gov/policies/software_acceptable_general_use_standard.pdf

Software Acceptable Use - Employee Home Use Standard

http://www2.dhhs.ne.gov/policies/software_acceptable_use_home_use_standard.pdf

5.0 Enforcement

Periodic Audits — The Information System & Technology manager or designated entity will conduct a periodic audit of all DHHS PCs and servers, including portables, to ensure that DHHS is in compliance with all software licenses. Random audits may be conducted as well. Audits may be conducted using an auditing software product. Also, during the audit, DHHS will search for computer viruses and eliminate any that are found. The full cooperation of all users is required during audits.

Penalties and Reprimands — According to the US Copyright Act, illegal reproduction of software is subject to civil and criminal penalties. An authorized DHHS user who knowingly makes, acquires, or uses unauthorized copies of software will be disciplined contingent on substantiated proof of violation.

Should a violation of this Software Acceptable Use Policy occur, the individual who committed the violation shall be personally responsible for their own actions and any reasonably foreseeable consequences of those actions. Any employee found to have violated this policy may be disciplined in accordance with the applicable workplace policies and labor contracts. Such discipline may include termination of employment.

Policy on Abuse & Neglect

ISSUE DATE: November 25, 2003

EFFECTIVE DATE: November 25, 2003

NUMBER: DHHS-2003-001

Commitment:

The Nebraska Department of Health and Human Services is committed to ensuring a safe, supportive, and nurturing environment, free from abuse or neglect, for the individuals it serves.

Definitions:

The terms “abuse” and “neglect” shall be defined and have the meanings set forth in the specific policy or policies issued by each 24-hour facility or Service Area operated by DHHS. In the absence of any such policy, said terms shall be defined as set forth in applicable state and federal law including, but not limited to, NEB. REV. STAT. §§ 28-351 and 28-710.

The term “client” shall mean a recipient or prospective recipient of services from the Department of Health and Human Services, an applicant or recipient of income-based aid or services from the Department of Health and Human Services, a resident of a 24-hour facility operated by the Department of Health and Human Services, or any ward, patient, vulnerable person, or other individual within the care, custody and/or control of DHHS.

Policy:

Employees are prohibited from committing any type of abuse or neglect against clients of the Department of Health and Human Services.

Any employee who commits an act of abuse or neglect against an DHHS client may be subject to disciplinary action, up to and including termination of employment. DHHS will report all alleged acts of abuse and neglect to law enforcement and Adult and/or Child Protective Services.

Obligation to Protect and Report:

Any DHHS employee who has reasonable cause to believe that an DHHS client is being or has been subjected to abuse and/or neglect must immediately take reasonable steps to protect the client. Reasonable steps include, but are not limited to, immediate intervention to protect a client from abuse or neglect. DHHS employees with knowledge of suspected instances of abuse and/or neglect of an DHHS client are required to immediately report each instance to DHHS management. If immediate reporting is not possible, the report shall be communicated to DHHS management as soon as possible.

Zero-Tolerance Policy:

The Department of Health and Human Services will not tolerate acts of physical abuse or neglect committed by a DHHS employee against any DHHS client. The employment of any DHHS employee who commits an act of physical abuse or an act of neglect resulting in physical injury to an DHHS client will be terminated in accordance with the processes set forth in any applicable Collective Bargaining Agreement, Workplace Policies, or Classified System Personnel Rules & Regulations.

Policy on Threatening Behavior and Violence in the Workplace

ISSUE DATE: 02/01/02

NUMBER: DHHS-2001-002

Commitment:

The Department of Health and Human Services (DHHS) is committed to providing a work environment that is safe, secure, and free of harassment, threats, intimidation, and violence. Acts or threats of violence, whether made directly or indirectly through words, gestures, or symbols will be considered serious by DHHS and appropriate actions will be taken.

At one time or another, some DHHS employees will have to deal with individuals who are verbally and/or physically hostile. Because of the populations we serve, and because actions taken by DHHS may cause strong emotions, it is possible that employees will be confronted with threatening or aggressive behavior. Such behavior directed at DHHS employees, volunteers, clients, contractors, or customers will be taken seriously and addressed appropriately. This policy applies to any violent acts or threats made on or off State property in conducting official business, including a client's home. It also applies to threats or violent acts that occur off-duty as a result of DHHS official business. All acts or threats of workplace violence must be reported as prescribed below.

Definitions:

Workplace Violence— Any physical assault, threatening behavior, written/verbal abuse, or vandalism occurring in or as a result of the work setting that would cause a reasonable person to feel fear or perceive a threat to his/her safety.

Weapon— any firearm, knife, bludgeon, or other device, instrument, material, or substance, whether animate or inanimate, which is capable of producing death or serious bodily injury.

Safe Work Environment— A workplace that is secure, and free of harassment, threats, intimidation, and violence.

Weapons in the Workplace:

DHHS employees are prohibited from bringing weapons into the workplace. Possession of firearms and explosive devices by employees are also prohibited by the DHHS Workplace Policies and/or NAPE/AFSCME contract. This policy applies to all DHHS occupied buildings, grounds, parking areas, and agency vehicles.

DHHS employees are not required to serve any persons who are in possession of a weapon except law enforcement officers in connection with their official duties.

Administrator Responsibilities:

Administrators responsible for DHHS facilities or offices are responsible for promoting safe work environments. At a minimum these persons will:

- Develop and implement of a plan to insure workplace safety and reduce the risk of workplace violence that at a minimum addresses:
 - Physical Assault
 - Written or Symbolic Threats (including email)
 - Verbal Threats (both in person and via the phone)
 - Harassment and Implied Threats
 - Property Damage
- Develop and implement local facility/office procedures for responding to threats or acts of work place violence.
- Ensure that all local work place violence procedures are developed in collaboration with, and articulate the role of, law enforcement.
- Periodically conduct or arrange for threat assessments of the local offices and facilities to identify potential problems that may contribute to violence in the workplace, and work to correct these areas.
- Ensure staff and supervisors have the knowledge and skills necessary to reduce the risk and effectively respond to incidents of work place violence.
- Work with and support supervisors in:
 - Conducting facility/office threat assessments
 - Mitigation of potential problems
 - Carrying out local workplace violence procedures
- Follow the reporting requirements listed in this policy.

Supervisor's/Manager's Responsibilities:

- Immediately investigate/ and pass on any reports of incidents involving workplace violence.
- Take all reasonable steps to protect the safety of those involved during an incident.
- Quickly work to mitigate potential dangers in the workplace.
- Work proactively to identify and reduce conflict in the workplace.
- Inform persons in a facility or office of any threats of workplace violence that could affect them.
- Serve as a liaison with law enforcement and insure that incidents of workplace violence are documented following the reporting requirements listed in this policy.
- Offer counseling or other supportive services to victims of workplace violence.

Employee's Responsibilities:

- Become familiar with and follow DHHS's workplace violence policy and local workplace violence plan.
- Immediately report any violations of this policy.
- Promptly report any safety/security concerns or observations in the workplace to a supervisor.
- Follow the reporting requirements listed in this policy.

DHHS Safety/Emergency Response Coordinator's Responsibilities:

- Develop and maintain a reporting system and database of incidents of workplace violence.
- Provide the DHHS CEO and Division Directors with an annual report on DHHS instances of workplace violence.
- Make recommendations to the DHHS CEO, Division Directors and DHHS Administrators on strategies to reduce the risk of work place violence.
- Provide consultation and technical assistance to DHHS facilities and local offices on workplace violence issues.
- For the offices in the Nebraska State Office Building (301 Centennial Mall South) occupied by DHHS, in collaboration with the DHHS CEO, Division Directors and the Department of Administrative Services, develop and implement a plan to insure work place safety and reduce the risk of work place violence that at a minimum addresses:
 - Physical Assault
 - Written or Symbolic Threats (including e-mail)
 - Verbal Threats (both in person and via the phone)
 - Harassment and implied threats
 - Property Damage
- For the offices in the Nebraska State Office Building (301 Centennial Mall South) occupied by DHHS, in collaboration with the DHHS CEO, Division Directors and the Department of Administrative Services, develop and implement procedures for responding to threats or acts of work place violence.

Reporting Requirements:

All threats and incidents of work place violence must be reported using these guidelines or the approved facility plan guidelines. Any employee who in good faith reports a threatening incident or violent act will not be subject to adverse action for making the report. All reasonable precautions shall be taken to ensure the safety and security of those persons reporting threats or incidents of work place violence..

Threats:

- If a threat of work place violence is perceived to pose imminent danger, DHHS employees shall notify law enforcement and their supervisor immediately.

- If imminent danger is NOT perceived the employee shall notify their supervisor and the supervisor, in consultation with their administrator, shall determine whether law enforcement needs to be notified.
- The relevant Administrator or their designee shall submit a report (using the designated form) on any threat of work place violence within 5 working days.

Incidents:

- The facility/service area office will report the incident to law enforcement using the approved process outlined in their local plan.
- The relevant Administrator or their designee shall notify by phone, fax, or e-mail the DHHS Safety/Emergency Response Coordinator and the Administrator of the DHHS Communications and Legislative Services within 24 hours of any incident of work place violence.
- The relevant Administrator or their designee shall submit a report (as outlined in the agency/facility plan) on all incidents of workplace violence to the DHHS Safety/Emergency Response Coordinator.

Human Resources Actions:

- Violations of this policy by DHHS employees may result in disciplinary action up to and including discharge. Arrest and criminal prosecution may also result.

An employee who has been accused of committing workplace violence will be notified of the accusation after an initial assessment but before a full investigation. An initial assessment is defined as preliminary fact gathering, and may include interviewing possible witnesses. A workplace violence complaint will be held in the strictest confidence within the bounds of legal and safety responsibility. Employees who have been accused of committing workplace violence will be allowed to respond to allegations before the conclusion or resolution of the matter.

Workplace Policy In Support of Employees That Breastfeed

ISSUE DATE: October 26, 2001

NUMBER: DHHS-2001-001

DHHS Commitment:

The Nebraska Department of Health and Human Services is committed to promoting and supporting breastfeeding as the best source of nutrition for infants. This commitment includes providing a work place environment which is conducive to successful breastfeeding by employees who choose to breastfeed.

Rationale:

The rationale for this policy includes:

- Reduced sick time for women that breastfeed because their infants are more resistant to illness.
- Lower health care costs associated with healthier breastfed infants.
- Reduced staff turnover and loss of skilled workers after the birth of a child.
- Higher job productivity, employee satisfaction, and morale.
- Demonstration of DHHS's concern for the welfare of its employees and its families.
- Modeling a work place environment that is consistent with our mission to promote the health of persons living in Nebraska.

General Procedures:

On a case by case basis, managers/supervisors will make a reasonable effort to work with employees that breastfeed, who need to express breast milk during work hours, to find a room for this purpose. Such a space should be equipped with the following: an electrical outlet, a comfortable chair, and a table. This room should have a lock on the door and where possible, should be close to an area for washing hands and rinsing out breast pumping equipment. It is preferable that a restroom not be utilized for the purpose of expressing breastmilk, where other space is available.

1. When reasonable and with prior approval of the supervisor, the employee may use this space to breastfeed her infant during scheduled breaks, when acceptable arrangements have been made to bring the infant to the work site. Such arrangements will be the responsibility of the employee.
2. Employees that breastfeed will be offered flexible schedules within the constraints of their job responsibilities to allow adequate time for expressing milk or nursing their baby.

3. DHHS will clearly communicate its support of employees that breastfeed, and make available information on the benefits of breastfeeding and available educational materials and supports.

DHHS Responsibilities:

1. Communicate commitment to support breastfeeding and this policy to all administrators, supervisors, managers, and employees.
2. Provide coordinated support to Administrators in carrying out this policy. Such support may include, but not be limited to, assistance in identifying appropriate space and coordination of its use.
3. Periodically monitor implementation. Update policy and procedures based on monitoring.
4. Assure fair application of policy.

Administrator's Responsibilities:

1. Identify and designate appropriate physical space within or close to work place.
2. Make available through appropriate means information on breastfeeding, including resources for supporting successful breastfeeding. Appropriate means may include posters, fliers, or newsletters. Materials are available through the Division of Public Health, 402-471-3980.
3. Promote flexible scheduling and breaks to allow adequate time for employees that breastfeed to either express breastmilk, travel to close-by child care providers, or breastfeed their infant at the work site.
4. Monitor implementation of procedure in work site/facility; inform Division Director and/or Agency CEO of needed revisions or enhancements.

Supervisor's/Manager's Responsibilities:

1. Inform employees of policy.
2. With individual breastfeeding employees, agree upon a work/break schedule that allows adequate time for expressing breastmilk, breastfeeding infant at the work site, or when child care provider is close by, to breast feed infant at the child care facility. Extended break schedules will be the employee's personal time, thus requiring extended work days. Determination of suitability to travel to a child care facility or to breastfeed an infant at the work site is to be assessed by the supervisor/manager in light of the particular work site and employee duties/responsibilities.
3. Determine time period for which these scheduling arrangements are needed and appropriate.
4. Maintain a work place environment that communicates DHHS's commitment to breastfeeding, including making available information on breastfeeding.
5. Monitor policy and procedures as implemented in work area. Inform Administrator of any needed revisions.

Employee's Responsibilities:

1. Inform supervisor of scheduling needs.
2. Abide by agreed upon scheduling adjustments and time period for breaks/flexible hours, understanding that extended breaks are personal time, not work time.
3. Utilize established procedures for scheduling use of identified room.
4. Provide containers for storing expressed breastmilk, appropriately labeled for storage, and provide own refrigeration where such is not available on-site.
5. Utilize identified room appropriately, leaving it clean and orderly for the next employee's use.
6. Communicate any difficulties with policy or procedure to supervisor.

Department of Health and Human Services Discrimination and Harassment Policy

ISSUE DATE: SEPTEMBER 9, 2009

EFFECTIVE DATE: SEPTEMBER 9, 2009

NUMBER: DHHS-2009-002

The Department of Health and Human Services (DHHS) is committed to maintaining a work environment where women and men are treated with dignity and respect, and are free from unlawful discrimination. Accordingly, this policy forbids any discriminatory employment action or harassment that is based on an individual's race, color, religion, age, sex, disability, national origin, or any other protected status under state or federal law.

DHHS encourages the reporting of all perceived incidents of discrimination and will take immediate and appropriate action to investigate the alleged discrimination.

Retaliation is prohibited. Complainants and other persons involved in the reporting and/or investigation of an allegation of discrimination will not be subjected to retaliation, coercion, intimidation or fear of reprisal. Such actions are subject to disciplinary action.

Discrimination includes unequal and unlawful treatment in any aspect of employment based on protected status as well as harassment based on protected status. Aspects of employment include: hiring and firing; compensation, assignment, or classification of employees; transfer, promotion, layoff or recall; job advertisements; recruitment; testing; use of agency facilities; training programs; fringe benefits; pay, retirement plans, and disability leave; or other terms and conditions of employment.

Harassment is a form of discrimination. Harassment is unwelcome conduct, based upon protected status (race, color, religion, age, sex, disability, national origin or any other protected status under state or federal law), when:

- Such conduct has the purpose or effect of creating an intimidating, hostile or offensive working environment; or
- Such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or employment opportunities.

Examples of harassing conduct may include, but are not limited to: inflammatory comments, epithets, slurs or negative stereotyping; threatening, intimidating or hostile acts; denigrating jokes; and written or graphic material that denigrates or shows hostility or aversion toward an individual or group.

Sexual harassment is defined as unwelcome sexual advances, requests for sexual favors or other verbal or physical conduct of a sexual nature, when:

- Submission to such conduct is made, either explicitly or implicitly, a term of an individual's employment; or
- Submission to or rejection of such conduct by an individual is used as the basis for employment decisions affecting such individual; or
- Such conduct has the purpose or effect of unreasonably interfering with an employee's work performance or of creating an intimidating, hostile or offensive work environment.

Examples of sexual harassment may include, but are not limited to: inflammatory comments, jokes, kidding, printed material and/or innuendo; subtle pressure for sexual activity; physical contact such as patting, pinching, or brushing against another's body; demands for sexual favors, accompanied by implied or overt promises of preferential treatment or threats concerning an individual's employment status.

Employees who believe that they are being subject to harassment are encouraged to directly inform the offending person or persons that such conduct is offensive and must stop. If the aggrieved person does not wish to communicate directly with the offending person or persons, or if the direct communication is not effective, then the aggrieved person is encouraged to make a report.

Reporting an Incident of Discrimination, Harassment or Retaliation

DHHS encourages the reporting of all perceived incidents of discrimination, harassment or retaliation regardless of the offender's identity or position. Individuals who believe they have been the victim of such conduct can report their concerns to their supervisor, and/or to a manager or administrator within their chain of command, or they may make a report directly to a Human Resources Manager, Human Resources Regional Manager or Human Resources Administrator.

All complaints will be handled in a timely and confidential matter. Since investigations of employee conduct are personnel matters, persons involved shall maintain appropriate confidentiality.

Supervisors receiving a complaint of discrimination, harassment or retaliation, or who observe any discriminatory behavior, or are aware or should be aware of such situations, must immediately make a report to a DHHS Human Resources Manager. Failure by a supervisor to report alleged harassment or discrimination is a violation of this policy and may result in disciplinary action. The Human Resources Manager will provide a written report of the information to the DHHS Equal Employment Opportunity (EEO) designee who will report the matter to the Agency Head.

In reporting perceived incidents of discrimination, harassment or retaliation, complainants should take care to state specific details, including, wherever practical, the identity of the person or persons involved, the date, time and place of the events, what was said or done and the identity of any witnesses who were present. These reports will be put into writing by management if the complainant does not submit a written statement.

Upon completion of the investigation, the complainant will receive a written response regarding the disposition of the complaint.

Employees who have been accused of work place harassment will be allowed the opportunity to respond to allegations before the imposition of any disciplinary action. Disciplinary actions will be done in accordance with the applicable provisions governing the individual's employment.

Employees also have a right, at any time, to file a complaint of discrimination with the Nebraska Equal Employment Opportunity Commission (NEOC) and/or the Federal Equal Employment Opportunity Commission (EEOC). Any aggrieved person who is uncertain how to report complaints of alleged discrimination may contact the State Affirmative Action Office (402-471-3678), the Nebraska Equal Opportunity Commission (402-471-2024) or the State Ombudsman (402-471-2035) for assistance. An employee is not required to file a charge of discrimination with the DHHS before filing a formal complaint with an external source. It should be noted that charges filed with outside sources may be subject to certain time limits.

Approved by:



Kerry T. Winterer
Chief Executive Officer
Department of Health and Human Services

9/9/09

Date

