ALBUQUERQUE AREA
INDIAN HEALTH SERVICE

EMPLOYEE HANDBOOK
AND INFORMATION SOURCE

January 2003

DISCLAIMER

This Employee Handbook and Information Source (Handbook) is designed to provide a quick reference to useful information regarding personnel policies and procedures for AAIHS employees. It does not reduce or expand upon the scope, force and/or effect of the policies and procedures discussed herein. It is not intended to and does not constitute either a formal or informal contract of employment, and does not set out terms and/or conditions of employment in addition to and/or at a variance with those to which federal employees are otherwise subject. In the event of a conflict between this Handbook and a policy or procedure, the policy or procedure controls over this Handbook.

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Welcome
To the
Albuquerque Area
Indian Health Service

Hello and Welcome:

As the Director, of the Albuquerque Area Indian Health Service (AAIHS), I welcome you to our organization and what I believe you will find to be one of the biggest challenges of your career. This Employee Handbook and Information Source has been developed for your use and guidance. In offering this handbook to you, it is hoped that it will provide useful information regarding personnel policies and operating procedures, as well as assisting you in asking questions important to you.

Regardless of the position you now occupy, you are an integral asset in meeting our responsibilities. We serve American Indians, Alaska Natives from across the country and have facilities and community specific programs in which you will support direct patient care as well as public health programs.

As a federal employee or commissioned officer, you have rights and privileges, which go along with your obligations to perform your work in a manner, which will bring credit to the Federal Service and PHS Commissioned Corps. This Employee Handbook and Information Source contains useful information to help you in becoming familiar with your rights, privileges and obligations as a federal employee or commissioned officer.

Please feel free to ask questions of your supervisor and your Human Resources Representative. Your satisfaction in your job is important to me as well as to the management of your service unit or division and is needed to assure quality health care for our clients.

I hope the Indian Health Service will provide you with a rewarding career and that your stay with our program will be long, productive and career enhancing.

James L. Toya
Director, Albuquerque Area
Indian Health Service

INDIAN HEALTH SERVICE

MISSION, GOAL, AND FOUNDATION

THE MISSION of the Indian Health Service, in partnership with American Indian and Alaska Native people, is to raise their physical, mental, social, and spiritual health to the highest level.

THE GOAL of the Indian Health Service is to ensure that comprehensive, culturally acceptable personal and public health services are available and accessible to all American Indian and Alaska Native people.

THE FOUNDATION of the Indian Health Service is to uphold the Federal government's obligation to promote healthy American Indian and Alaska Native people communities, and cultures and to honor and protect the inherent sovereign rights of Tribes.

ALBUQUERQUE AREA VISION

TO CREATE a unified system of health care that is the model for national and international healthcare delivery.

CHAPTER 1 - TYPES OF POSITIONS

The Albuquerque Area Indian Health Service (AAIHS) provides direct patient health care, public health and administrative support services at eight service units; tribally managed health centers and the Albuquerque Area Office. The positions needed to support these activities are varied and consist of health care professionals, behavioral health professionals, ancillary and medical support staff, medical records clerks, business office staff, as well as supply, housekeeping, dietary and maintenance occupations, security and financial managers and support staff. Some of the position titles follow:

Physicians
Family Practice
Pediatrician
OB/GYN
Psychiatrist

Behavioral Health Professionals
Social Worker
Mental Health Specialist
Substance Abuse Specialist
Psychologist

Nurses
RN
LPN
CNA

Specialty Nurses
OB/GYN
Operating Room
Public Health Nurses

Business Office
Billing Clerk
Patient Representative
Admissions Clerk
Medical Record Clerk
File Clerk

Community Program Specialists
Environmental Health Techs
Engineers - environment/facilities
Sanitarians
Community Health Educators

Hospital Operations
Housekeeping
Dietary
Maintenance
Security

Management/Administrators
First line Supervisors
Financial/Budget Specialist
Human Resources Staff
Management Staff

Administrative Support
Clerical
Technician

Dental
Dentist
Hygienist
Dental Assistant

Pharmacy Staff

This is a partial listing of what may be available. Check with your HR professional for a vacancy listing or you may go to http://home.albuquerque.ihs.gov which also has information on how to apply for other available positions

CHAPTER 2 - INDIAN PREFERENCE

The IHS provides preference in hiring, promoting, placement, and training to persons who are enrolled members of Federally recognized American Indian Tribes and Alaska Native Corporations in accordance with Indian Health Manual, TN-01-04. http://www.ihs.gov/PublicInfo/Publications/IHSManual/Part7/part7chapter3/pageone.htm

This means that when competing for a position or applying for a competitive training opportunity, those individuals will receive preference in selection. As long as there is one qualified Indian Preference candidate, non-Indian Preference candidates may not be referred for consideration.

Indian Preference must be applied regardless of which personnel system (civil service or commissioned corps) is used when filling positions. In addition to TN-01-04, you may find more information about Indian Preference by referring to the IHS Merit Promotion and Excepted Service Examining plans. The authority for this IHS policy is found in Title 25, United States Code (U.S.C.) 472, 472a. and 479; 42 Code of Federal Regulations (CFR) Part 36, Subpart E.

VETERANS PREFERNCE

The Indian Health Service abides by all rules and regulation for providing preference in hiring of veterans.

Veteran means a person who was separated with an honorable discharge or under honorable conditions from active duty in the armed forces, performed in a war, or in a campaign or expedition for which a campaign badge has been authorized, or during the period being April 28, 1952 to and ending July 1, 1955 or for more than 180 consecutive days, other than for training, and part of which occurred during the period beginning February 1, 1955 and ending October 14, 1976.

However, not all military time is qualifying for preference. Your DD-214 Form will be needed to verify whether or not you are entitled to preference.

Indian Preference vs. Veterans Preference: In an opinion issued by the Solicitor General to the Department of Interior, dated June 4, 1954 (M-36205), it was determined that the appointments made under Indian Preference takes precedence over the provisions of Section 3 of the Veterans' Performance Act of 1944 (5U.S.C. 2108). In accordance with that opinion, and advice of the DHHS Office of General Counsel, it is the policy of the IHS, with respect to appointments in the excepted service that once Indian Preference requirements are met, Veterans' Preference will be applied as set forth in 5 CFR 302 and HHS Personnel Instruction 302-1.

CHAPTER 3 - LABOR ORGANIZATIONS

Two labor organizations, Laborer's International Union of North America (LIUNA) and the National Federation of Federal Employees (NFFE) currently represent Albuquerque Area IHS **bargaining unit employees** (BUE). The law under Title 5 USC Government Organizations and Employees, Part III –Employees Subpart F – Labor-Management and Employee Relations Chapter 71 Labor-Management Relations authorize labor unions. **LIUNA** represents four BUE units at the Albuquerque Area Office, Albuquerque Service Unit, ACL Service Unit and the Zuni Service Unit. **NFFE** currently represents the BUE at the Santa Fe Service Unit.

Each of these labor organizations have a collective bargaining agreement (CBA) in place and each new BUE receives a copy of the CBA. In addition, both LIUNA and NFFE are provided with an opportunity meet with new BUE either during formal new employee orientation or individually.

The bargaining units consist of both professional and non-professional employees. If you are uncertain as to your status as a BUE, check item 37 on your SF-50, Notice of Personnel Action. As long as there is a number other than "7777" or "8888" you belong to the bargaining unit.

Once each year management is required to notify BUE of their rights under what is called the "Weingarten Rights" or rights when an investigative meeting takes place as follows:

"5 USC Chapter 71 gives employees in units represented by an exclusive labor organization the right to have a union representative present at a meeting which involves an examination by a representative of management in connections with an investigations. This right is provided in Section 7114(a)(2))(B) of 5 USC which states:

"(a)(2) An exclusive representative of an appropriate unit in an agency shall be given the opportunity to be represented at –

"(B) any examination an employee in the unit by a representative of the agency in connections with an investigation if –

"(i) the employee reasonably relived that the examination may result in disciplinary action against the employee; and

"(ii) the employee requests representation."

Your HR professional can direct you to the Union bulletin board. You will find a list of your union representatives as well as other union information posted there.

As a **bargaining unit employee**, you have the right to have your union dues automatically deducted from your salary.

CHAPTER 4 - BACKGROUND CHECKS

As a part of the qualifications process, IHS is required to perform a background check to assure your suitability for Federal employment. All persons appointed to a position for longer than 30 days must complete the paperwork to initiate an investigation. You will be asked to verify your education, previous employment, marriage(s), professional licensure or certification and provide two sets of fingerprints. This paperwork is referred to as the National Agency Check and Investigation (NACI).

This paperwork is forwarded to the Office of Personnel Management (OPM). The investigators make contact with your school, college or university, previous employers, law enforcement officials and forward your fingerprints to the FBI. Once the report is completed it is returned to the AAO Human Resources. Based on the acquired information, a HR professional will determine whether or not you have been found to be suitable.

In addition, to the above, those persons appointed to any type of assignment where they have routine contact with or control over Indian children must be cleared in accordance with section 408 of PL 101-630 and PL 101-647. This law requires that IHS permit only those persons who have not been convicted of crimes against persons to occupy positions identified as “child care worker” positions. Even volunteers, medical students, or others in compensated or non-compensated positions must complete the paperwork, Children-NACI (or CNACI).

Additional paperwork is required for these positions, including the Addendum to Declaration for Federal Employment. You may also be asked to sign release of information statements, which will be sent to state criminal repositories.

Persons occupying childcare worker positions may not work alone with a child until the CNACI has been cleared. Supervisors are required to assure that another staff person, who has been cleared, is present whenever an individual who has not been cleared is in contact with or has control over Indian children.

CHAPTER 5 - BENEFITS

First and most importantly, your work will support the IHS Mission and AAIHS Vision "To Create a unified system of health care that is the model for national and international health care delivery" while specifically addressing the delivery of health care for American Indians in the states of New Mexico, Colorado and Texas.

The AAIHS provides competitive salaries based on Title 5 of the United States Code. AAIHS also uses a variety of special salary rates for RNs, Physicians, Dentists, Pharmacists, and IT staff. These salaries are normally increased each year in January. In addition, depending on the nature of your appointment (permanent/temporary and full time/part time/intermittent) you may be eligible for the following benefits:

RETIREMENT FOR CIVIL SERVICE:

Social Security (FICA) deductions are made for employees hired on a temporary basis.

Civil Service Retirement System (CSRS) covered employees receive all of their retirement benefits from the basic fund. CSRS covered employees contribute 7% of their base salary for the basic retirement and 1.45% for Medicare (Part A). CSRS employees may contribute to the Thrift Savings Plan (TSP), (currently up to 8% of their base salary). CSRS covered employees receive no government automatic or matching contributions. However, CSRS covered employees may make voluntary contributions to the retirement fund in addition to the mandatory withholding. CSRS covered employees are those appointed to permanent positions before January 1, 1987, with no break in service of more than 12 months. Check item 30 on your SF-50 or ask your HR professional under what retirement system you are covered.

Civil Service Retirement System Eligibility:

	Age:		Years of Service:
Optional Retirement for CSRS:	55	with	30
	60	with	20
	62	with	5
Disability:	any	with	5
Early (Discontinued Service/RIF)	50	with	20
	*Any	with	25

*1/6 of 1% (2% per year) reduction for each full month the employee is under 55 years old.

Federal Employees Retirement System (FERS) covered employees have a three-tiered retirement plan consisting of a **Basic Benefit, Thrift Savings Plan** (TSP which is somewhat like a 401k plan in private sector organizations) and **Social Security**. FERS employees contribute .8% to the basic benefit plus 6.2% to Social Security plus 1.45% for Medicare (Part A). The government automatically makes a contribution of 1% of your salary to TSP. In addition to the automatic 1% the government will make matching contributions to your TSP account for a total of 4% depending on the amount of your contribution. The government matching begins immediately upon your qualifying contribution. The rate of employee contribution will increase in the next three years until it reaches 15%. Keep your eyes open for announcements of open seasons, which announce the new contribution rate.

***NOTE**: Individuals reemployed in the Federal service who previously were covered by CSRS enjoy a "personal open season" to transfer to FERS for the initial 6 months after their entrance on duty date. If you were previously a federal employee covered by CSRS and wish to be covered by FERS please check with your HR professional.

Thrift Savings Plan is the major retirement income source for FERS employees. There are two open seasons each year during which you may increase your contribution amount or change distribution among the five funds. Those funds are Government Securities Investment (G) Fund; Fixed Income Index Investment (F) Fund; Common Stock Index Investment (C) Fund; Small Capitalization Stock Index Investment (S) Fund; and International Stock Index Investment (I) Fund. You may also apply for loans against the money you have contributed. The provision of your retirement is portable, meaning if you choose to move to another career choice outside of government service you may rollover your investments to an authorized private retirement fund. There is a three-year vesting period to receive the government automatic 1% and matching contributions. For more information ask your HR professional for the TSP Booklet or log on to http://www.tsp.gov

Federal Employees Retirement System Eligibility:

	Age:		Years of Service:
Optional	MRA*	with	30
	60	with	20
	62	with	5
Reduced Benefit**	MRA	with	10
Disability	any	with	18 months+
Early (Discontinued Service/RIF)	50	with	20
	Any	with	25

MRA* = Minimum Retirement Age at http://home.albuquerque.ihs.gov for specific age

****NOTE:** If an employee retires under MRA with 10 provisions, his/her basic annuity will be reduced by 5/12 of 1% (5% per year) for each full month the employee is under age 62. This is a permanent reduction.

+Application for disability retirement must be filed through your HR office and the Social Security Administration. For more information, see your HR professional or log on to http://www.ssa.gov

Other reduction factors for both CSRS & FERS:
If you have post 1956 Military service; and/or If you have any previous civilian service which was non-deducted (temporary employment) time; and/or refunded contributions you must make a deposit or redeposit. Where there will be interest charges, you can minimize them by acting quickly to ascertain amounts and get the deposit and/or redeposit made as soon as possible. Ask your HR professional immediately about these periods of potentially creditable service time.

Federal Employees Health Benefit Program (FEHBP) You pay a portion of the bi-weekly costs and the AAIHS pays for up to 70% of the balance depending on the health plan you choose. You may elect plan coverage for yourself only or yourself and family. You have the option to elect to enroll during your initial 31 days of employment. In addition, each year you will have the opportunity to make a change in coverage during the open season, which generally occurs from the middle of November to the middle of December. Changes you choose during open season become effective the first full pay period in January of the coming year. You may also make changes in coverage when you have a life-changing event such as marriage, divorce, birth or adoption of a child. In order to take your FEHB into retirement you must be enrolled for the 5 years immediately preceding your retirement or your first opportunity if you've been employed less than 5 consecutive years before retirement.

***Federal Long Term Care Program (LTC*).** You will have the option to enroll in long-term care program. Long-term care is the kind of care that you would need to help you perform daily activities if you had a chronic illness or disability. It also includes the kind of care you would need if you had a severe cognitive problem like Alzheimer's disease. LTC is help with eating, bathing, dressing, transferring from a bed to a chair, toileting, continence and so forth. For more information on the election of long-term care coverage contact your HR professional.

Federal Employees Group Life Insurance (FEGLI). Term life insurance is available for you at a very low cost, which increases with age and salary. You have the option to elect Basic, Optional, Multiples and Family coverage during your initial 31 days of employment. You may decrease your coverage at any time, however, in order to increase coverage you must have a life changing event, such as marriage, divorce, birth or adoption of a child or you may make application for increased coverage. Contact your HR professional for additional information on increasing FEGLI coverage.

RETIREMENT FOR COMMISSIONED OFFICERS:

Commissioned officers ***have a non-contributory retirement, however, retirement is considered a part of the officer's base allowance:***

Retirement options:	20 year voluntary	or	30 year voluntary	or
	Age 64	or	Disability	

Commissioned officers have health plan coverage through the military, the PHS Beneficiary Medical Program, TRICARE, and to a limited extent, the IHS; and have term life insurance as well as being eligible to participate in the TSP and Long Term Care Program. Contact your Commissioned Officer Liaison or HR professional for information.

Bonuses for Civil Service employees:
The authority to grant recruitment, retention and relocation bonuses includes only professional, scientific, and technical positions at GS-15 and below in occupational groups: 400, 600, 800,1300, and 1500 and in the series: 110, 180, 701, and 1811. Your position series can be found in item 9 or 17 of your SF-50, Notice of Personnel Action. Three – R (3R) bonuses are available for hard to fill positions. These bonuses are for recruitment, relocation and retention and may be paid in amounts up to 25% of your base salary. Normally, individuals offered bonuses will possess unique or unusually high qualifications; possess specialized skills that are scarce in the relevant labor market; or perform or continue to perform functions that are crucial to the accomplishment of the IHS mission.

Recruitment bonus may be paid to an employee appointed without time limitation or for a minimum period of two years.

Relocation bonus is available only when a change of residence to a new commuting area is required of a current Federal employee or civilian PHS employee who is transferred to a position without time limitation or for a minimum period of two years.

Retention bonus are available only to civilian PHS employees serving in appointments without time limitation or for a minimum of two years who have completed at least one year of continuous service within DHHS immediately prior to payment of a retention bonus; or has completed the period of DHHS service required in a service agreement negotiated under a recruitment or relocation bonus, whichever is longer.

Physician Comparability Allowance (PCA) Most civil service doctors are eligible for this bonus which may add from $9,000 up to $40,000 a year to base salary.

Each of the 3-R and PCA bonuses requires a minimum 12-month service agreement (may be more than 12 months depending on the type/length of bonus) to be signed by the employee.

While **commissioned officers** are not eligible for the 3Rs they are eligible for special pay bonuses based on their occupation.

Electronic Fund Transfer (EFT) commonly referred to, as "direct deposit" is required in order to safeguard your salary and to reduce administrative costs. This transmission of salary payment reduces the risk of checks being stolen and your salary may be made available sooner than the official payday, depending on the policy of your financial institution.

In addition to the EFT for your net check, you may have up to 3 allotments automatically withdrawn and routed to other financial institutions before the net amount is posted to your primary financial account.

Federal Employees Compensation Act (FECA) provides **civil service employees** reimbursement for cost of health care due to on the job injury or occupational disease and provides a replacement salary when you are unable to work due to the job related injury. See Chapter 23 for more information regarding definitions and processes.

Federal Holidays for which you will be given the day off with pay or given premium pay if you have to work are, New Year's Day, Martin Luther King, Jr. Day, President's Day, Memorial Day, Independence Day, Labor Day, Columbus Day, Veteran's Day, Thanksgiving Day, and Christmas Day.

Flexible schedules such as flextime, flexi tour, and maxi flex or compressed work schedules may be available depending upon position.

Flexible worksite such as working from home or other satellite office may be available depending upon your position.

Leave (time off with pay) for a fulltime employee is earned as shown below. Leave for part-time employees is prorated based on the number of hours worked.

Annual leave:	4 hours per pay period for the first 3 years
(Civil Service)	6 hours per pay period up to 15 years of service
	8 hours per pay period after 15 years of service

****Maximum** carry over of annual leave for **civil service employees** is 240 hours per year.

(Commissioned Corps)	30 days per year

****Maximum** carry over of annual leave for **commissioned officers** is 60 days per year.

Sick leave:

(Civil Service)	4 hours per pay period throughout your federal career and is used when you are incapacitated for duty, for scheduled health care appointments or as otherwise permitted in the FFLA.
(Commissioned Corps)	Sick leave is not earned and **commissioned officers** do not retain a balance. Leave is taken as needed for incapacitation for duty. However, if an officer takes more sick leave than can be considered normal, their supervisor may require a fitness for duty physical.
Other:	*Family Friendly Leave Act (FFLA) allows the use of sick leave to care for family members *Family & Medical Leave Act (FMLA) allows for use of up to 12 weeks of leave without pay to care for family members with severe health conditions 15 days of Military leave Court Leave/Jury Duty*** Excused absences

***Commissioned officers** are not entitled to either Family Friendly or Family & Medical Leave Act provisions.

You also may request and use Leave without pay (LWOP), which is approved time off *without* pay. **Commissioned officers** are not entitled to LWOP.

Commissioned officers may use Station Leave for absences of less than a full scheduled workday. Station leave is not accrued, but may be used as needed, however if the supervisor finds that an officer is taking more station leave than that which could be considered reasonable, the station leave may be denied. Station leave must be requested by the officer and approved by the Leave Granting Official.

Commissioned officers are required to account for absences from the duty station by use of a PHS form 1345.

****Court leave or Jury duty*** is considered duty time in most cases. If you receive any compensation for testifying or serving on a jury, you must turn these funds over to your receiving agent. However, you may keep any travel or parking costs provided to you.

If you are contacted to testify in any court and especially when you receive a subpoena, notify your supervisor immediately. Your supervisor must fax the subpoena to the Area Office immediately and you are not to testify until you have been authorized to do so by the AAIHS attorney or general counsel.

If you receive a notice to report for jury selection and possible duty, notify your supervisor and give him/her a copy of your notice. This copy will be provided to your timekeeper who will use the information to record your absence(s) accordingly.

Unemployment Insurance may be available to you, if you decide to leave federal service. Eligibility requirements are controlled by the state in which you served.

Uniform Allowance may be available to you depending on the position you occupy. Generally, if you are required to purchase and wear specific style/color or uniform, you will be reimbursed for the cost and up keep. The AAIHS Policy on Uniform Allowance dictates the actual amount you receive. Check with your supervisor or your HR professional to see if you are entitled to uniform allowance.

For additional information on any of the above, you may log on to the HR web page http://home.albuquerque.ihs.gov or contact your local HR professional as noted in the front of this book.

CHAPTER 6 - EXPECTATIONS OF AN AAIHS EMPLOYEE

The AAIHS expects you to maintain the highest standards of conduct and ethics; to perform your assigned duties to the best of your abilities; to support the Mission and goals of the Indian Health Service and specifically address the needs of your Area Office division or service unit assignment.

Probationary Period: The probationary period is considered the final component of the application process. Individuals hired under the Competitive Service serve a 1-year probationary period. Individuals hired under the Excepted Service (based on Indian Preference) serve a 2-year "trial" period pending conversion to the Competitive Service. Commissioned officers serve a 3-year probationary period from date of call to active duty. During your probationary or "trial" period pending conversion to the Competitive Service, your conduct and performance are evaluated to determine your fitness and your qualifications for continued Federal employment.

You may be separated during your probationary period or "trial" period if you fail to demonstrate fitness in conduct and performance, with limited appeal rights.

It is your responsibility to make yourself familiar with the DHHS Standards of Conduct, Ethical Standards for Employees of the Executive Branch and of the Uniform Services. You may access these documents by contacting your HR office or by accessing the IHS homepage through http://home.albuquerque.ihs.gov for the Office of Program Integrity and Ethics. You may also contact the AAIHS Deputy Ethics Counselor. Simply ask your HR professional for the name and telephone number.

Performance: Within 30 days of entering on duty as a civil service employee, your supervisor is required to provide you with a performance plan. This plan outlines the critical job elements of your position and the standards of performance, which you must meet to retain your position.

Important dates are January 1, which begins the appraisal period; December 31, which ends the appraisal period; August 28 last day to get performance plan in place to get a rating of record for the appraisal year. You are entitled to one written progress review midway from the date your performance plan is put into place to December.

If at any time you are found to be performing at a level less than satisfactory, your supervisor will place you on a performance improvement plan for a specified period of time during which you must bring your performance up to the satisfactory level. Failure to improve performance during this opportunity period may result in your being reassigned, demoted or separated from your position and the Federal service.
A sample of a performance plan may be found at Appendix A.

Commissioned officers are not required to have a performance plan put in place. However, it is recommended that each officer be given the same performance plan that is provided to his or her civil service counterpart.

The appraisal period for **commissioned officers** runs from June 1 to the following May 31. The officer is provided a rating of record by use of the Commissioned Officer Efficiency Report (COER) form. Each officer is required to download a COER from http://dcp.psc.gov and must give it to his or her supervisor for completion.

Conduct: You are expected to conduct yourself on and off the job in a manner to avoid adverse publicity. A violation(s) of the DHHS SOC or the Standards of Ethical Conduct for Employees of the Executive Branch may result in disciplinary or adverse action up to and including removal from your employment from the Federal Service and/or criminal penalties as described in the booklet "Standards of Ethical Conduct for Employees of the Executive Branch". See Chapter 8 for more information on ethics requirements.

The Albuquerque Area Director has stated, "**The single most important thing we can offer our patients, clients and customers is courtesy and respect in our day to day dealings.**

"No matter what your job title, grade, duties or responsibilities are, your number one job is to perform those duties and responsibilities in a manner that is consistent with the standards of conduct outlined in the Department's Standards of Conduct, Subpart C – Conduct on the Job, 73.735-301 Courtesy and Consideration for Others. This Subpart reads as follows:

(a) An employee's conduct on the job is, in all respects, of concern to the Federal Government. Courtesy, consideration, and promptness in dealing with the public must be shown in carrying out official responsibilities, and actions which deny the dignity of individuals or conduct which is disrespectful to others must recognize that inattention to matters of common courtesy can adversely affect the quality of service the Department is responsible for providing.

(b) Of equal importance is the requirement that courtesy be shown in day-by-day interaction with coworkers. Employees shall be polite to and considerate of other employees, and shall respect their needs and concerns in the work environment.

"I expect each individual who works on the premises of the Albuquerque Area IHS to adhere to these requirements. I expect each supervisor and/or manager to hold their subordinates responsible for meeting this standard and taking appropriate corrective action when individuals violate it. I also expect higher-level management to take appropriate corrective action when first line supervisors fail to exercise their supervisory responsibilities."

“While I am emphasizing only one of the sections under Subpart C, I expect each supervisor and manager to become very familiar with the entire subpart. I also expect each supervisor to assure that anyone over whom they exercise control is knowledgeable of and adheres to all aspects of the Standards of Conduct.”

Each employee is required to sign the Standards of Conduct statement found at Appendix B.

CHAPTER 7 - ETHICAL STANDARDS

FOR EMPLOYEES OF THE EXECUTIVE BRANCH

You are required to be aware of the Standards of Ethical Conduct for Employees of the Executive Branch. A copy of this booklet can be found on the homepage through http://home.albuquerque.ihs.gov in the Management Directives section. You will also be required to attend training sessions on this material at least biannually.

Your basic obligation as a public servant is to recognize that public service is a public trust. Each employee has a responsibility to the United States Government and to its citizens to place loyalty to the Constitution, laws and ethical principles above private gain. Here is a partial list of some of the everyday items that you may experience:

1. Gifts. You may be offered a gift from an individual or an organization. You must know whether or not you can accept the gift, as there are specific rules about accepting gifts.

    a. You may not accept a gift from an employee who makes less money or is at a lower grade than you or if you supervise that employee except on non-routine occasions and the gift may not be more than $10 in monetary value.
    b. You may not accept a gift from someone seeking to do business with the DHHS with a value in excess of $50 per year in increments of not more than $20 each. This includes meals.
    c. You may not solicit gifts from individuals or organizations for which you are being paid a Federal salary for the performance of your duties.
    d. If you are at a meeting or conference and the organizers are offering light refreshments to all participants, you may partake of those refreshments.

2. Conflicting Financial Interests. There are two provisions relative to this section; one is a disqualification requirement and the other is a prohibition on acquiring or continuing to hold specific financial interests.

    a. Under criminal statute, 18 U.S.C.208 (a) an employee is prohibited from participating personally and substantially in an official capacity in any particular matter in which to his/her knowledge, he/she or any person whose interests are imputed to him/her under this statutes has a financial interests, if the particular matter will have a direct and predictable effect on that interest.
    b. An employee shall not acquire or hold any financial interest that he/she is prohibited from acquiring or holding by statute, by agency regulation or by reasons of any agency determination of substantial conflict.

3. Impartiality in performance of official duties: This section is to ensure that an employee takes appropriate steps to avoid an appearance of loss of impartiality in the performance of his/her duties.

a. At all times, you must avoid even the appearance of giving “favorable” treatment in which your actions could be seen to benefit you or your family members or others with whom you have a covered relationship (see §2635.502 of the Standards of Ethical Conduct for Employees of the Executive Branch.
b. You must be aware of what actions you must take in order to avoid any real or appearance of acting impartially in your day-to-day activity.

4. Seeking other employment: This section refers to any activity you may have with another company who wishes to employ you or for whom you wish to work, when performance or non-performance of your official duties could benefit the company.

    a. If you are seeking or are being pursued to take a position with a company that does business with HHS, you must be careful to exclude yourself from any activity or non-activity that would give that particular company an advantage over others.
    b. There are criminal penalties for engaging in such activity at 18 U.S.C. 208 (a).

5. Misuse of position: This section contains provisions relating to the proper use of official time and authority and of information and resources to which an employee has access because of his/her Federal employment.

    a. Use of public office for private gain is prohibited and entails not using your office for your personal gain, but also that of your family members, friends, relatives or persons with whom you have some affiliation including for-profit and non-profit organizations.
    b. Use of nonpublic information is prohibited to obtain financial gain for yourself or others whether knowingly or unknowingly.
    c. Use of Government property: Every employee has a duty to protect and conserve Government property and shall not use such property, or allow its use, for other than authorized purposes.
    d. Use of official time: An employee shall use official time in an honest effort to perform official duties.

6. Outside activities are permitted in accordance with IHS Circular 90-01, http://www.ihs.gov/PublicInfo/Publications/HSManual/Circulars/Circ90/9001.pdf and Ethics regulations. Should you wish to work or volunteer outside your current Federal employment, you must make yourself knowledgeable of the restrictions and permissible activities for which you must prior approval for such activity. Not all outside activity is permissible.

CHAPTER 8 - PROHIBITED PERSONNEL PRACTICES

WHISTLEBLOWER PROTECTION AND OFFICE OF SPECIAL COUNSEL

The Office of Special Counsel (OSC) is an independent agency that investigates and prosecutes allegations of prohibited personnel practices (PPP).

WHAT IS A PROHIBITED PERSONNEL PRACTICE (PPP)?

Under 5 U.S.C. §2302(b)(1)-(b)(12) a federal employee authorized to take, direct others to take, recommend or approve any personnel action may not:

1. **Discriminate (including discrimination based on marital status and political affiliation):**
   EX: Supervisor Joe refuses to promote Employee Jane because Jane is a registered Republican. (OSC will generally defer Title VII discrimination allegations to the EEO process, rather than duplicating already existing procedures).

2. **Solicit or consider employment recommendations based on factors other than personal knowledge or records of job-related abilities or characteristics**
   EX: Selecting Official Joe hires Applicant Jack based on Senator Smith's recommendation that Jack be hired because Jack is a constituent.

3. **Coerce the political activity of any person, or take action against any employee as reprisal for refusing to engage in political activity.**
   EX: Supervisor Jane takes away significant job duties of Employee Jack because Jack will not make a contribution to Jane's favorite candidate.

4. **Deceive or willfully obstruct any person form competition for employment**.
   EX: Supervisor Joe, located in HQ orders that no vacancy announcements be posted in the field office where Employee Jack works because he does not want Jack to get a new job.

5. **Influence any person to withdraw from competition for a position to improve or injure the employment prospect of any other person**.
   EX: Supervisor Jane in an effort to hire Employee Joe tells Employee Jack that he should not apply for a position because he is not qualified and will never be selected. Employee Jack is qualified.

6. **Give an unauthorized preference to a person to improve or injure the employment prospects of any particular employee or applicant**.
   EX: Supervisor Jane specifies that Spanish-speaking skills are necessary for a vacant position for the purpose of selecting Employee Jack who speaks fluent Spanish. The position, however, does not require Spanish-speaking skills.

7. **Engage in nepotism**.
   EX: Second level Supervisor Jane asks first level Supervisor Joe to hire her son.

8. **Take a personnel action against an employee because of whistle blowing**.
   EX: Supervisor Joe directs the geographic reassignment of Employee Jack because Jack reported safety violations to the agency's Inspector General.

9. **Take a personnel action against any employee because of the exercise of an appeal, complaint or grievance right**:
   EX: Supervisory Jan places Employee Jack on an undesirable detail because Employee Jack filed an administrative grievance about his performance rating.

10. **Discriminate against an employee on the basis of conduct, which does not adversely affect the performance of the employee (including discrimination based on sexual orientation)**.
    EX: Supervisor Joe fires Employee Jack because he saw Employee Jack at a local Gay Pride Day event.

11. **Take or fail to take a personnel action, if such action would violate a veterans' preference requirement**.
    EX: Supervisor Jane hired Employee Jack, without considering Veteran Jennifer, who was included on the list of eligible employees. (OSC's jurisdiction is for disciplinary actions only; the Department of Labor has jurisdiction to investigate for corrective action.)

12. **Take a personnel action against an employee, which violates a law, rule, or regulation, which implements a merit systems principle**.
    EX: Supervisor Joe terminates the probationary appointment of Employee Jack because of Jacks letter to the editor criticizing affirmative action – a valid exercise of First Amendment right, a law implementing a merit systems principle.

What Can You Do If You Believe a PPP Has Been Committed?

An employee who believes a PPP has been committed can file a written complaint with the U.S. Office of Special Counsel. Complaint forms are available at http://www.osc.gov Employees do not need attorneys to file a complaint. OSC is an independent and prosecutorial agency. It will investigate allegations of prohibited personnel practices, and seek any corrective and disciplinary action.

The U.S. Office of Special Counsel Also Receives Confidential Disclosures and Enforces the Hatch Act

RECEIVING CONFIDENTIAL DISCLOSURES (5 U.S.C. § 1213)

Current and former federal employees and applicants can confidentially report information evidencing a violation of any law, rule, or regulation, gross mismanagement, a gross waste of funds, an abuse of authority, or a substantial and specific danger to public health or safety. The OSC has the authority to require the head of the agency concerned to investigate the matter if OSC determines that a disclosure has been made.

ENFORCING THE HATCH ACT (5 U.S.C. § 7321-26):

The Office of Special Counsel is authorized to issue advisory opinions that respond to federal employee questions about whether or not they may engage in specific political activities under the Act. The OSC also prosecutes violations of the Hatch Act before the Merit Systems Protection Board. These violations include: using official authority to interfere with an election result; soliciting, accepting or receiving political contributions; soliciting or discouraging political activity of persons before the employing agency; and running for public office in a partisan political election.

Need Additional Information?

Information on filing a complaint: 202-653-7188 or 800-872-9855.

- Information on making a disclosure: 202-653-9125 or 800-572-2249.
- For updated and detailed information on OSC and its procedures? Visit the OSC webpage: http://www.osc.gov
- OSC in our revised brochure: "The Role of the U.S. Office of Special Counsel" (GPO # 028-004-00105-9) Call 202-512-1800, GPO Bookstore.

U.S. Office of Special Counsel
1730 M Street N.W., Suite 300
Washington D.C. 20036-4505

CHAPTER 9 - MERIT SYSTEMS PRINCIPLES

Title 5 of the United States Code § 2301 states the following:

The Merit Systems Principles shall apply to:
(1) an Executive agency; and (2) the Government Printing Office

The Merit System Principles required that Federal personnel management should be implemented consistent with the following:

1. Recruitment should be from qualified individuals from appropriate sources in an endeavor to achieve a work force from all segments of society, and selection and advancement should be determined solely on the basis of relative ability, knowledge and skills, after fair and open competition, which assures that all receive equal opportunity.

2. All employees and applicants for employment should receive fair and equitable treatment in all aspects of personnel management without regard to political affiliation, race, color, religion, national origin, sex, marital status, age, or handicapping condition, and with proper regard for their privacy and constitutional rights.

3. Equal pay should be provided for work of equal value, with appropriate consideration of both national and local rates paid by employers in the private sector, and appropriate incentives and recognition should be provided for excellence in performance.

4. All employees should maintain high standards of integrity, conduct, and concern for the public interest.

5. The Federal work force should be used efficiently and effectively.

6. Employees should be retained on the basis of adequacy of their performance, inadequate performance should be corrected, and employees should be separated who cannot or will not improve their performance to meet required standards.

7. Employees should be provided effective education and training in cases in which such education and training would result in better organizational and individual performance.

8. Employees should be protected against arbitrary action, personal favoritism, or coercion for partisan political purposes, and prohibited from using their official authority or influence for the purpose of interfering with or affecting the result of an election or a nomination for election.

9. Employees should be protected against reprisal for the***lawful disclosure** of information which the employees reasonably believe evidences a violation of any law, rule, or regulation, or mismanagement, a gross waste of funds, an absence of authority, or a substantial and specific danger to public health or safety.

***Lawful disclosure** is considered whistleblowing and employees are protected from reprisal for such lawful activity. See Chapter 8 for more information.

CHAPTER 10 - PAY

Basic Salary:

Your basic salary is based on one of the following: "Rest of the United States" general/locality pay table and/or a special salary rate table for positions classified under the general schedule (GS); or for positions classified under wage board salary schedule based on local competitive rates for wage grade (WG, WL, and WS); the Uniform Services Salary Schedule for the Commissioned Corps. Each of these basic rates generally changes annually. GS and CO rates usually change each January and WG/WL/WS generally change in late summer. See the current salary tables on the AAIHS/HR web page at http://home.albuquerque.ihs.gov check items 8 or 16 on your SF-50, Notice of Personnel Action, to identify your pay plan.

The ***General Schedule (GS)*** consists of grades from 1 to 15 with ten steps in each. Almost always you will begin at step 1 of the grade you are appointed. However, if the position for which you have applied is a hard to fill vacancy or you have skills that are unique and hard to find, your management officials may request the HR office to hire you at "above the minimum" rate. The Human Resource Director must approve the higher rate before you accept the position and enter on duty.

The ***Wage Grade (WG) Wage leader (WL) and Wage Supervisor (WS)*** Schedule consists of grades from 1 to 10 with five steps in each grade.

Commissioned officers' Monthly Basic Pay Table has pay grades from 0-1 to 0-10 and shows increases based on years of service, which may be found at the Division of Commission Corps website**,** http://dcp.psc.gov

In addition, to the basic rate of pay, you may be entitled to additional pay, based on your personnel system, your regular scheduled hours and days of work, or your occupation.

You receive pay for each hour you work or are on paid time off (vacation or holidays). If the Fair Labors Standards Act (FLSA) applies to your position you will be paid at a hourly rate no lower than the current minimum wage and are eligible for overtime pay at one and one half times your hourly rate if you work overtime hours which are ordered and approved (hours in excess of 8 hours in a day or 40 hours in the week). Check item 35 on your SF-50, Notice of Personnel Action to see if your position is covered by the FLSA.

Manner of Payment

You will receive a payroll deposit via electronic fund transfer (EFT) into your personal account at your financial institution. The deposit will be less deductions for federal and state taxes and your contributions to your retirement system, TSP and Medicare, as well as for health benefits premium, life insurance, and up to three voluntary allotments.

Pay Day

Civil service employees' pay year is broken into 26 pay periods (two week period). Official payday is the second Tuesday of the pay period, for the pay period immediately previous. Therefore, when you begin work, you will have to work through the completion of the current pay period. You will then receive a paycheck for those hours the following pay period. For example: You begin work on Monday, January 12, 2003, the first week of the pay period and you put in a full 80 hours. Your paycheck will be forth coming on Tuesday, February 4, 2003 and every two weeks after that.

Depending on your financial institution's rules, your pay may be credited to your account as early as the Friday preceding official payday (Tuesday). Most financial institutions receive the electronic fund transfer from the U.S. Treasury before the official payday. Check with your financial institution as to its posting policy.

Your pay is generated through submission of an electronic time accounting method. You have a timekeeper who assures that the leave you have requested and for which you received approval is posted and that your supervisor signs off on your electronic time card. You will be required to account for all hours you are scheduled to work including all absences from your duty station.

Commissioned officers are paid through electronic funds transfer (EFT) as well. Officers are paid once a month with the official payday being the first of each month.

CHAPTER 11 - SALARY INCREASES AND AWARDS

IN YOUR CURRENT POSITION:

Along with the annual general comparability increases discussed in the previous chapter, within grade increases (WIGI) are as follows:

Civil Service (GS) and Wage Grade (WG/WL/WS) employees: Your work will be assessed annually against the standards in your performance plan. If you are found to be performing at the fully successful performance level you meet the requirement of having an "acceptable level of competence" and you will be eligible for a within grade increase "WIGI" a one step increase, upon completion of the appropriate waiting period. WIGI are allowed only for employees with pre-arranged full or part time tours of duty.

Waiting periods for ***GS***:
Step 2, 3, 4 = 1 year; Steps 5, 6, 7 = 2 years; Steps 8, 9, 10 = 3 years

Time in a "non-pay status" (i.e. LWOP*, AWOL, suspension from duty and pay, etc.) is creditable service in computing the waiting period as follows:

80 hours of non-pay status permitted for steps 1 to 2 to 3 to 4
120 hours of non-pay status permitted for steps 4 to 5 to 6 to 7
240 hours of non-pay status permitted for steps 7 to 8 to 9 to10

Waiting periods for ***WG/WL/WS:***
Step 2 = 6 months; Step 3 = 18 months; Steps 4 and 5 = 2 years

Time in a "non-pay status" (i.e. LWOP*, AWOL, suspension from duty and pay, etc.) is creditable service in computing the waiting period as follows:

1 workweek in the waiting period from step 1 to step 2
3 workweeks in the waiting period from step 2 to step 3
4 workweeks in the waiting period from step 3 to step 4 and from step 4 to step 5

*LWOP due to receipt of compensation from OWCP for an on the job injury is considered creditable time for meeting the WIGI waiting period.

Commissioned officer salary is increased based on the number of years of service the Officer has to his/her credit. For more information, log onto http://dcp.psc.gov

IF YOU WANT TO MOVE TO ANOTHER POSITION:

The AAIHS believes in its employees and wants to support them by giving them opportunities to advance within the organization. When there is a vacant position, you will have to apply for the position through a competitive activity. You must be found

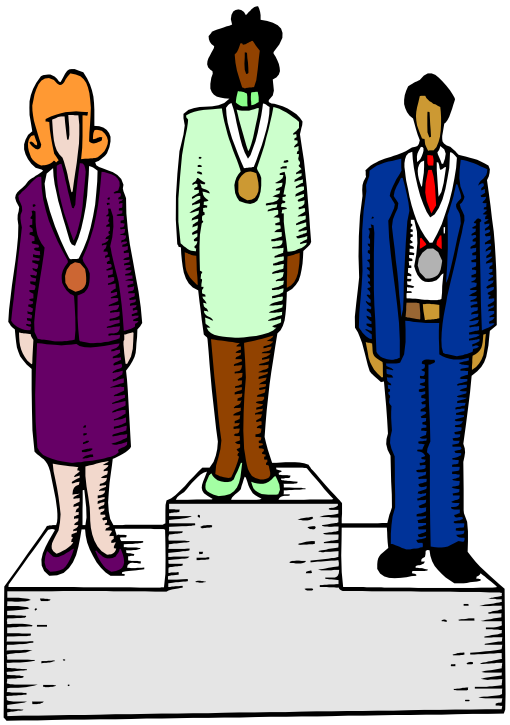
eligible and qualified in order to be selected for the position. For more information about applying for promotion, see the AAIHS/HR web page at the AAIHS homepage at http://home.albuquerque.ihs.gov "Applying for Jobs."

AWARDS:

The AAIHS believes in issuing special awards to its employees for extra special work and contributions either as an individual or as a member of a team. Your supervisor may submit a recommendation for cash award, time off award and/or quality step increases in accordance with IHS Circular 97-10, Recognition and Awards Program. Monetary awards are authorized only for civilian employees. IHS Circular 97-10 also provides for you to submit award nominations for your peers. The Area Director, AAIHS, supports an annual honor award ceremony to recognize individuals that have made significant contributions to the IHS mission and AAIHS vision.

Quality Step Increase (QSI) consist of an additional step in pay without the waiting period required for WIGI and is based on truly exceptional and far reaching performance contributions which can be documented.

Commissioned officers are not eligible for monetary awards, with the exception of suggestions. However, **Commissioned officers** earn and are awarded honor and service medals and ribbons for outstanding contributions, needed for promotion and career advancement.



CHAPTER 12 – DUTY HOURS AND LEAVE

Tour of duty: As a full time employee, you are expected to report for duty and be ready to start your workday as scheduled. The AAIHS has many different schedules. Most administrative schedules are 8:00 a.m. to 5:00 p.m. each Monday through Friday with a lunch break of 30 to 60 minutes.

Depending on your position you may be eligible to work a compressed workweek, such as 4/10s or a 5/4/9 schedule; you may also be required to work 12 hour shifts; or you may even have the flexibility to plan your own tour of duty depending on your position, where you are located, if there is a labor contract in place or not, and the needs of your customers.

Absence from duty: The AAIHS understands that employees are humans with families and other issues that need care and attention, sometimes during tour of duty hours. Therefore, absence from duty will be approved whenever possible. Supervisors will have to consider and balance the needs of the employee and patient care or the administrative needs of your individual program.

TYPES OF PAID LEAVE

Annual Leave: Annual leave is intended to provide employees with paid time off for vacation purposes. Planning is the first rule of thumb for scheduling vacation time. Each January, employees will provide their supervisors with their first and second desired time off period(s). Supervisors will decide how to break ties should all employees request annual leave during the same period(s) of time. The tie breaking method must be equitable and fair. If a labor contract specifies a tie breaking method, that method must be used for **bargaining unit employees**. Annual leave may also be used for emergency situations.

Sick Leave: The intended use of sick leave is for when an employee is “incapacitated for duty” due to physical or mental illness, injury or pregnancy, or child birth, has a medical, dental or optical examination or treatment or as described under the Family Friendly Leave Act to provide for a family member who is incapacitated as the result of physical or mental illness, injury, pregnancy or child birth or who received medical, dental or optical examination or treatment; makes arrangements necessitated by the death of family member or attends the funeral of a family member; would as determined by the health authorities having jurisdiction or by health care provider, jeopardize the health of others by his or her presence on the job due to a communicable disease or for adoption. Use of sick leave for FFLA reasons is limited to 40 hours in a year unless the employee maintains a balance of at least 80 hours. A full-time employee may use up to 480 hours of sick leave when caring for a family member with a “serious health condition” in a 12-month period. However, the employee must submit administratively acceptable supporting medical evidence.

The total amount of sick leave taken for family care, including care for a family member with a "serious health condition," may not exceed 480 hours in any 12-month period.

For more information, log on to http://home.albuquerque.ihs.gov check with your union steward, the union contract, or consult your local HR professional.

Generally all employees are expected to be at work when scheduled. However, if an emergency or unforeseen circumstance requires you to miss work you should notify your supervisor immediately or at a minimum within one hour of the beginning of your official tour of duty to request leave. If you are a bargaining unit employee, check your labor contract for procedures to use when "calling in."

Call to Active Military Duty: The AAIHS supports the Uniformed Services Employment and Reemployment Rights Act (USSERA). USSERA preserves the rights of those called to active military service to return to the position they held immediately before being called or to one of similar tenure, salary, and duties in the same geographical location. If you are called to active military duty, take a copy of your orders to your supervisor and/or HR professional. You will receive a letter outlining your re-employment rights under USSERA.

Absences Due To Religious Observances: Many religions have special dates when their members are required to refrain from work. The AAIHS supports its employees' right to worship however they wish. Therefore, employees may request and supervisors may approve absence from duty for religious observance. Supervisors will be required to assure adequate staffing is available to carry on the operations of the AAIHS programs, especially those where direct patient care is provided. Annual leave may be used for this absence, or **civil service employees** may request approval to work compensatory time for religious purposes. While compensatory time usually must be worked before it can be taken, compensatory time for religious purposes may be taken before it is worked. However, the supervisor and employee must assure that the compensatory time is approved in advance and is scheduled and worked within a reasonable period of time, thereafter. If you fail to work the compensatory time, your supervisor may allow you to use your annual leave or LWOP or charge you AWOL for your absence.

TYPES OF UNPAID APPROVED LEAVE

Leave Without Pay (LWOP): This is an approved absence from duty without pay. LWOP may be used when an employee needs to be off duty and has no annual or sick leave to his or her credit. LWOP cannot be demanded. Your immediate supervisor may approve up to 40 hours of LWOP. LWOP requests in excess of 40 hours must be submitted to and approved by the Area Executive Officer, your local Administrative Officer or CEO. LWOP may have an adverse impact on your WIGI waiting period. See Chapter 11 for more information or check with your HR professional for specific information.

Commissioned officers are not entitled to LWOP.

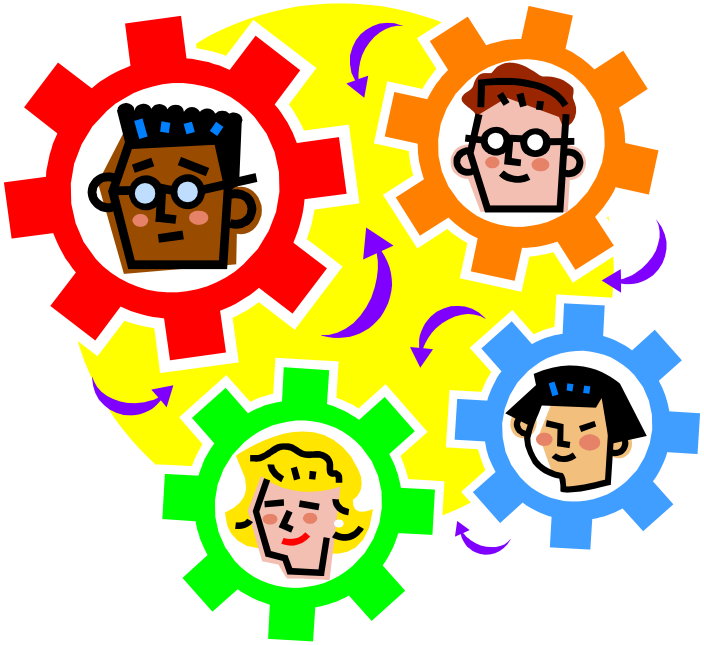
Family and Medical Leave Act (FMLA): The AAIHS supports the FMLA which allows employees to request and be approved for a period of up to 12 weeks of leave of absence without pay once in a twelve month period with assurances of their position being available upon their return to duty. For more information about use of FMLA provisions contact your HR professional, check your labor contract, or check out the HR web page at http://home.albuquerque.ihs.gov

Unapproved Absence From Duty: Any absence from duty that is not approved by your supervisor will result in a charge of being absent without leave (AWOL). For **civil service employees** AWOL is a pay action and is not considered a disciplinary action. However, if you are AWOL you may be subject to disciplinary action.

AWOL for **commissioned officers** is an adverse personnel action and becomes a permanent record in the Official Personnel Folder (OPF).

In addition to AWOL, consistent or routine tardiness, loitering, taking breaks longer than 15 minutes or being "nowhere to be found" alone or with someone else may result in a loss of pay and/or a disciplinary action being taken against you. If your conduct does not improve, you could be separated from your position and the Federal service.

Remember you are an integral part of this organization. Your presence on the job helps our organization run smoothly. Planning and scheduling work hours, days and times off is extremely important for the well being of our patients!



CHAPTER 13 - PAY FOR OVERTIME
AND DIFFERENTIAL PAY

Commissioned officers (and ***physicians*** paid under the Physician Special Pay, Title 38 provisions) are not authorized additional pay for overtime work.

Civil service employees are allowed special pay for certain hours of work based on the following:

If your position is covered, the Fair Labor Standards Act (FLSA) requires that you be paid one and one half times your hourly rate for hours you work over 40 hours in a week and such hours are requested by your immediate supervisor through your department or division director and approved by the Chief Executive Officer (CEO) or Administrative Officer (AO) at your service unit or the Area Executive Officer for the Area Office staff, or his/her designee.

Supervisors are required to assure that you do not work unapproved hours. Should a supervisor permit employees in FLSA covered positions to work unapproved hours, those hours may be paid, as suffered and permitted hours, but the supervisor will be held accountable. Check item 35 on your SF-50, Notice of Personnel Action or item 7 on the OF-8, Position Description cover sheet to see if you are covered by the FLSA are exempt.

Those positions NOT covered by the FLSA are managers, supervisors, professionals (employees in those positions for which a positive education requirement exists) and wage grade equivalent and **commissioned officers**.

If your position is exempt (not covered) from the FLSA, you still may be entitled to overtime pay for work that is ordered and approved in advance. Overtime pay for anyone whose salary does not exceed the GS-10/1 basic rate is paid overtime at the rate of 1 and ½ times his or her base salary. However, if your salary rate exceeds the GS-10/1 basic rate, your overtime rate will be the overtime rate for the GS-10/1 rate.

Compensatory time: All **civil service employees** may request compensatory time in lieu of overtime pay for overtime work. However, if you are covered by the FLSA, you must request the compensatory time in writing and before work is performed. Your management official cannot order you to work for compensatory time if you are covered by the FLSA. However, your management official can order you to work for overtime pay.

Employees who are not covered by the FLSA and whose salary exceed the GS-10/10 basic rate, may be ordered to work for compensatory time in lieu of overtime pay.

Compensatory time is an hour for hour credit for time worked, which may be taken as paid time away from work. Compensatory time off, just like any type of leave or absence from duty, must be requested by you and approved by your supervisor.

If compensatory time is not used within 8 pay periods (16 weeks) of earning it, the hours will automatically be paid to you at the overtime rate at which is was earned.

Night Differential Pay: If you are regularly scheduled to work between 6:00 p.m. and 6:00 a.m. you will be paid for those hours worked at your rate of basic pay plus a night differential pay amounting to 10% of your basic pay.

Sunday Differential: You may be paid an additional 25% of your rate of basic pay when you are regularly scheduled to work non-overtime hours on Sunday and you are a full-time employee.

Holiday Pay: If you work on a Federal holiday, you will be paid at your rate of basic pay plus premium pay at a rate equal to your rate of basic pay for that holiday work.

Minimum Pay For Call Back: All employees are subject to being called back to duty. If you are called back to your work site or facility for work, you are entitled to a minimum of two (2) hours of overtime pay or two (2) hours of compensatory time earned, even if your services are not required for the entire two hours.

CHAPTER 14 - CORRECTIVE ACTIONS

During your initial probationary period you will be given a performance plan, see an example at Appendix A, a copy of the HHS Standards of Conduct (SOC), the Ethical Standards for Employees of the Executive Branch and this Handbook. It is your responsibility to assure you are clear about the expectations of your duties and the SOC. During your probationary period you have limited appeal rights. See Chapter 5 for more information on probationary periods.

Once you have completed your probationary period, and your performance is found to be less than satisfactory based on the performance plan elements and standards, you will be given an opportunity to demonstrate acceptable performance.

This opportunity to demonstrate acceptable performance will be documented in a letter to you. The letter will outline in detail the less than satisfactory performance, what you have to do to become satisfactory and how your supervisor will assist you. This letter will also advise you what period of time you will be on the performance improvement plan (PIP) and that failure to improve or maintain your performance during or after the opportunity period could result in your being separated from your position. However, upon completion of the PIP if your work is found acceptable, you will be notified in writing of the closure of the PIP.

If your performance is found unacceptable during the following 12-month period and if the unacceptable performance is in the same job element(s) and standard(s) for which you previously served on a PIP, your supervisor is not required to give you another PIP opportunity. In this situation, you may be reassigned or receive a proposal notice to demoted or separated from your position and the Federal service.

As a member of the AAIHS you are expected to conduct yourself on and off the job in a manner to avoid adverse publicity or affect on the Agency. Substantiated violation(s) of the Standards of Conduct will be a basis for corrective/disciplinary actions up to and including termination of employment. It is the policy of AAIHS to follow progressive disciplinary tenants with the exception of when a violation is found to have been especially flagrant or outstandingly bad (egregious).

If you are a bargaining unit employee, you will want to read the labor contract article dealing with discipline and performance based actions.

You will be required to read and sign a copy of the Standards of Conduct agreement contained in Appendix B.

CHAPTER 15 - DISCRIMINATION, HOSTILE ENVIRONMENT AND WORKPLACE VIOLENCE

Discrimination and Hostile Work Environment:

The AAIHS is an equal opportunity employer. In addition to the DHHS Standards of Conduct (SOC), the Merit System Principles prohibits discrimination in hiring or in day-to-day activities. For more information see Chapters 8 and 9. The SOC likewise prohibits sexual harassment and workplace violence. The regulations concerning Federal Equal Employment Opportunity are found at 29 CFR 1614. You may access the regulations at http://www.eeoc.gov

Commissioned officers are not covered by 29 CFR 1614. There is a formal process in place for use by officers who believe they have been discriminated against. Contact your HR professional, Area CO liaison or EEO Counselor for more information.

Employees have 45 calendar days in which to contact an EEO Counselor in the event they believe they are being discriminated against because of their race, sex, color, religion, national origin, age (over 40), disability, or sexual orientation, or if they feel they are being harassed or working in a hostile environment because of their race, sex (includes sexual harassment), color, national origin, religion, age (over 40), disability, or sexual orientation. In order for an environment to be declared “hostile” due to harassment, the conduct causing the problem must be “severe and pervasive”.

In order to file an informal EEO complaint, you must contact an EEO counselor by looking at the posters on your facility bulletin boards, asking your HR professional or calling the Albuquerque Area Office at (505) 248-4500 and asking to speak to the EEO contact.

The role of the EEO counselor is to notify you of your rights and responsibilities in writing, and seek resolution through counseling and communication during the pre-compliant process. The EEO counselor will prepare a written a pre-complaint report. You will receive a copy of the counselor’s report, which will provide you with your rights and the timeframes, should you wish to pursue a formal complaint.

Workplace Violence:

Workplace violence can take many forms such as threats, stalking, slapping, sexual assaults, morbid gifts and can come from a variety of sources such as mangers, supervisors, co-workers, vendors, customers and clients. Do not ignore such conduct.

Contact your supervisor if you believe you have been or are being subjected to workplace violence. You should feel free to talk with your supervisor.

Taking Action:

If you believe you have been discriminated against or be subjected to work place violence, your supervisor is required to look into your concerns and will generally take the following steps:

1. Request that you provide specific incident information (time, place person(s) involved, names of witnesses).

2. Investigate the allegation to ascertain the facts.

3. Prepare a written report of findings.

4. Take appropriate corrective actions, which may range from training to counseling to formal disciplinary action up to and including removal from federal service for the offending party.

Alternative Dispute Resolution:

In all the above situations, the use of Alternative Dispute Resolution may be suggested. This is a voluntary activity and is often all that is needed to correct the issue. The EEO Counselor or your supervisor may assist involved employees to work out issues through alternative dispute resolution (ADR) procedures.

No retaliation will follow an investigation of discrimination, sexual harassment or workplace violence. The law specifically prohibits retaliation against someone who files an EEO complaint, who participates in an protected process, or makes a report of workplace violence. The Prohibited Personnel Practices spell out your rights. See Chapter 8 for more information.

CHAPTER 16 - PRIVACY ACT, FREEDOM OF INFORMATION ACT, HEALTH INSURANCE PORTABILITY & ACCOUNTABILITY ACT

Employees of the AAIHS will provide quality services and support while respecting the dignity and privacy rights of our clients. Therefore, all employees are required to be familiar with and adhere to the requirements of the Privacy Act (PA) (PL 93-579), Freedom of Information Act (FOIA) and the Health Insurance Portability Accountability Act (HIPAA). In short, all records contained in a system of records must be safe-guarded from unauthorized release.

All personnel records that contain private information such as social security numbers date of birth and/or home address and/or home telephone number must also be protected from unauthorized release.

All requests for release of documents and/or information must be accomplished in accordance with provisions of the Freedom of Information Act (FOIA). A responsible records management official must handle all requests for release of records.

Do not release or talk to anyone about information contained in patient records ***even if you have a personal relationship with that individual or the patient is a family member***. You have absolutely no right to discuss patient information, except in the performance of your official duties. To do otherwise is to violate the PA and possibly the HIPAA.

In addition, you will most likely overhear comments about patients from other patient providers, technicians or other staff in everyday tasks. You must keep this information confidential ***even if you have a personal relationship with the patient or the patient is a family member***. To do otherwise is to violate patient privacy.

If you violate the PA, FOIA or HIPAA, you may be subject to disciplinary and/or adverse action, up to and including removal from your position and the Federal service.

If you receive a request to release documents or testify in any court, or receive a subpoena, do not do so until you have permission from your supervisor. You must provide you supervisor a copy of the subpoena.

Your supervisor is required to immediately fax the subpoena to the Albuquerque Area Office, Office of the Area Director.

The AAIHS is extremely serious about patient confidentiality. Violations of either the Privacy Act or patient confidentiality may result in corrective action up to and including removal. In addition, Congress has provided for criminal penalties for violations of the Privacy Act. These penalties include not more than $10,000 in fines or not more than 10 years in prison, or both.

You will need to be familiar with the provisions of each of these Acts. You can find their text at the http://home.albuquerque.ihs.gov Directives Control web page. You will be required to sign a copy stating you understand the provisions and will abide by the restrictions.

CHAPTER 17 - OFFICIAL PERSONNEL FOLDER (OPF)

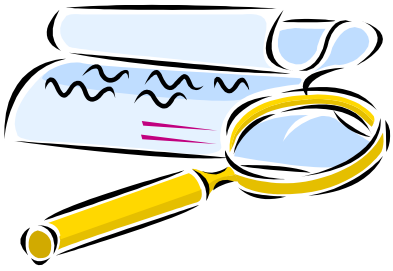
Your personnel records will be maintained in accordance with the Privacy Act. This means that the contents will be safeguarded to the extent of the law. You will have the right to review the content of your OPF and have a copy of everything contained therein. Should you disagree with the contents of this record, you may request a review. In order to do so, you must follow the procedures in the Privacy Act.

If you are a ***civil service*** employee, your OPF is located in the Area HR Department and is maintained in a locked and secure area. If you have a local HR Department, they may maintain unofficial working files for employees in your facility. You have the right to view and have copies of anything that is maintained in that file.

If you are a ***commissioned officer,*** your OPF is located in the Division of Commissioned Personnel (DCP) in Rockville, Maryland. Area HR maintains an unofficial work file on you, which is maintained in a locked and secure area.

Items that are properly maintained in your OPF are SF-50, Notice of Personnel Action and PHS form 1662, Personnel Orders; a copy of your position description and/or billet along with the SF-52, Request for Personnel Action, which was used to appoint you to your current position; a copy of your first and most recent application for employment; a copy of your enrollment forms for federal employee health benefits or Tricare; federal employees or servicemen's group life insurance elections; designation of beneficiary forms; and any documents used for pay changes or disciplinary actions.

Your supervisor may also maintain a working file for you. Other common files that are maintained in the DHR are Merit Promotion Plan (MPP) files, adverse action files, grievance files, employee performance file (EPF) employee medical file (EMF) files all of which you have a right to review and have copies of the information contained therein.



CHAPTER 18 - MEDIA CONTACT

You should not answer media questions or make official statements or general statements, which could be misunderstood (based on your position) to be official Agency statements. You must be specifically authorized to speak on behalf of the Albuquerque Area Indian Health Service. Authorization must be in writing and signed by the Area Director.

You have the right to express your personal opinion in letters to the editor of newspapers, but you may not use official IHS or official government stationary, your official or organizational title or in anyway make it appear that your opinion represents that of the government in general or HHS or IHS specifically.

CHAPTER 19 - EMPLOYEE ASSISTANCE PROGRAM

Whether you are a ***commissioned officer*** or a **civil service** employee, you've been hired based on our belief that you have the personality and conduct traits needed for successful employment with the AAIHS. However, there is always the possibility that you may experience a "personality conflict" with another employee, your supervisor, or a client.

This is the reason that we have a formalized alternative dispute resolution (ADR) program. If you believe you are experiencing a personality conflict, which is making you feel uncomfortable, you need to notify your supervisor, union representative or your HR professional who will assist in initiating the ADR process. In most cases, the conflict is caused by a lack of communication or miscommunication between the parties.

If you don't feel comfortable talking with someone inside the Agency, you may want to contact the Employee Assistance Program (EAP). You may reach a contact of the EAP by calling 1-800-222-0364 (TTY 1-888-262-7848). All you have to do is tell the contact person your name and that you are an employee of the Indian Health Service. The contact person will put you in touch with a counselor in your local area. AAIHS has paid a fee for each employee in the Area, to the Federal Occupational Health organization to provide private and free counseling outside of the IHS organization.

EAP can help in other issues as well. EAP counseling and referral services are available to assist you in dealing with family, emotional, financial, relationship, alcohol or other substance abuse issues for yourself or members of your family.

Employees are our most valued assets. Therefore, we believe that each employee must have confidence that his or her concerns are being heard. Part of building that confidence is to assure clear and unambiguous communication. We wish to retain productive employees and seek methods to do so. Resignation should be a last resort to solve an unresolved issue. **EAP service is confidential**. The counselor may not release any information unless you specifically authorize him/her to do so. The authorization must be in writing.

You may use official time to seek EAP counseling. In order to use official time, you must tell your supervisor that you want the time to see the EAP counselor. You do <u>not</u> have to disclose the reason for your desire to seek counseling. Your supervisor may follow up with the counselor to ascertain your attendance, only.

If you believe that the conflict is a result of discrimination, sexual or other harassment, or a prohibited personnel practice, you may wish to review chapters 8 and 15.

CHAPTER 20 - REDUCTION IN FORCE

First of all let's explain "Reduction in Force" or "RIF". A RIF may occur when there is a major reorganization, a lack of funds or when a tribe or tribal group wishes to transfer control of an IHS program function or facility to its management. Positions may be abolished and the individuals occupying the abolished positions will have to "compete" for the remaining positions within the organization or organizational component which remains with the IHS.

A RIF does not include contractors, volunteers or **commissioned officers** or other agencies' employees assigned to the duty station where the RIF will occur.

The following steps are required before a RIF can be implemented:

1. The CEO decides that the only way to handle a situation is through the RIF procedures. This decision generally is made after the CEO's consultation with top-level Area Managers, HR professionals, tribal officials and, as appropriate union representatives.
2. The CEO determines which program functions will be affected.
3. The CEO determines which positions must be abolished.
4. The CEO sends the Director, Human Resources, a memorandum outlining the reason(s) for the RIF, which program functions will be affected and which positions will be abolished.
5. The Area HR Director must review the information and determine if and where the authority resides to approve the RIF, then forwards an official request to that authority for approval to conduct a RIF.

If the authority grants permission to conduct the RIF, the Area HR staff will take the following steps:

1. Officially notify union representatives in accordance with negotiated contract provisions.

2. Review Official Personnel Folders (OPF) of employees within the competitive area assuring that all actions needing correction are completed.

3. Assure that performance plans and ratings for the past four years are filed in the employee's Employee Performance File (EPF), which is maintained in the Area HR office.

4. Serve at the request of the CEO as Chief Negotiator with the union to discuss the method and means of informing employees and to negotiate the impact and implementation of the RIF process.

If there is no union that represents the employees, service unit managers along with members of the HR office will notify employees:

1. That a RIF will be conducted, the proposed specifics such as date, affected positions, etc.

2. That it is imperative the employees bring their application up to date. This is to assure each employee receives the best consideration for placement.

The HR staff will prepare retention registers, which list employees based on tenure, length of Federal service, performance appraisals and veterans' preference.

1. Once the retention registers are complete the union is notified and provided information in accordance with the negotiated contract.

2. HR staff works with management and union representatives (as appropriate) to place employees.

3. After the above is completed, the HR staff prepares letters for the Area Director making job offers, notifying employees of their options such as discontinued service retirement, optional retirement, or separation and what entitlement, if any, they have to severance pay.

The law requires that you receive either a general 90-day notice with a 30-day specific notice or a 60-day specific notice. The specific notice describes new assignments, any offers or specific separation information. The notice provides appeal rights and information about what will happen to your annual leave and steps you can take to retain other benefits such health and life insurance as well as information regarding your Thrift Savings Plan accounts.

Because a RIF is a very complicated action, you have been given only an overview of the activity.

Any employee involved in a RIF who receives a specific notice or a Certificate of Expected Separation (CES) may be entitled to participate in the IHS Career Transition Assistance Plan (C-TAP). The IHS provides employees who have been issued a CES or RIF notice the opportunity for priority placement throughout the Albuquerque Area for grades GS-1 through GS-8 and throughout IHS for grades GS-9 and above. Employees must notify the Area HR Director of their interest for priority placement.

The C-TAP provides assistance for employees who wish to apply for positions with other agencies as well as retraining opportunities.

CHAPTER 21 - SEPARATION

Should you decide to leave the AAIHS organization, we encourage you to give us at least two weeks advance notice.

Upon separation from the IHS, to go to another agency or if you decide to resign from your position for other reasons, please be aware of the following:

1. You will be paid for any unused annual leave to your credit in about 4 to 6 weeks after you separate unless you are transferring to another Federal agency, in which case your annual leave will be transferred with you to your new position.

2. If you separate from Federal service in a middle of the pay period you will not accrue any annual or sick leave for that pay period.

3. Sick leave is handled as follows:
    a. If you are a CSRS employee (or have a CSRS component) and retiring, some or all of your sick leave will be used to increase your annuity.
    b. If you are a FERS employee and you are retiring your sick leave is not used to add to your annuity (at this time) and will be liquidated.
    c. If you are a CSRS or a FERS employee and not retiring, but going to another location within IHS or to another Federal agency, sick leave will transfer with you.
    d. Sick leave may not be recredited to employees who were reemployed in the Federal service before December 2, 1994, and who previously forfeited sick leave under the former 3-year break in service rule.
    e. If you were reemployed after December 2, 1994, your sick leave may be recredited to you.

4. You will be required to “clear station”, which means you have to check out with various departments/programs using a HHS 419 form. You will want to ask your supervisor or your Administrative Officer for a HHS-419 clearance form. You will be required to hand in your identification badge, the government issued credit cards, any government issued keys, any government issued equipment such as lap tops, telephone, and/or beeper, disclose computer passwords, telephone PIN numbers, etc.

5. You will be asked to complete an exit interview form.

6. You will be given information about how to apply for the Temporary Continuation of Coverage (TCC) for health benefits and how to convert to a private policy for life insurance if you are carrying these benefits at the time of your separation.

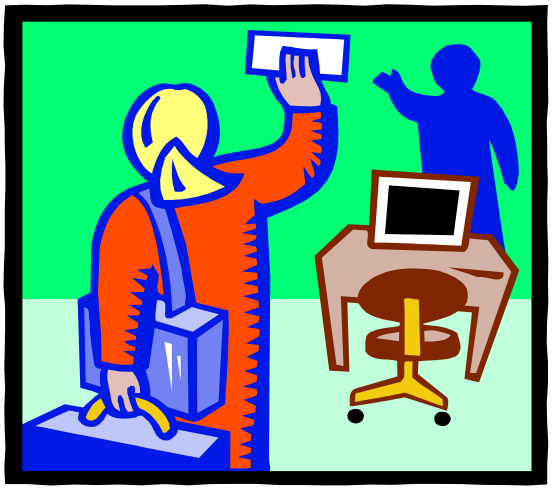
7. You will be provided with the pamphlet that discusses withdrawing your TSP contributions, although you do not have to make a withdrawal until you are age 70 ½.

8. You will want a copy of your SF-50, Notice of Personnel Action, which is processed by your HR department and a SF-8, Notice to Federal Employee About Unemployment Insurance, which you will use if you are applying to the state for unemployment insurance. You will also need your leave and earnings statement and your separation SF-50 when applying for unemployment compensation. You apply with the state department of labor in the state of your employment. In order to assure you have these documents available before you leave, you will want to give plenty of advance notice. You may provide notice by submission of a SF-52, Request for Personnel Action, or you may write a letter. Just be certain to provide a forwarding address.

9. If you did not keep copies of all your personnel actions, you may want to check with your HR professional to review your OPF and get a copy of all that is in there prior to departure.

If you are a ***commissioned officer*** you will need to take these additional steps:

Notify your supervisor of your desire to separate. You must request from your HR professional or the Area CO liaison a separation package and follow the instructions therein. Submit your PHS Form-1373 to DCP at least 30 days in advance of your last day on duty station.



CHAPTER 22 - OFFICIAL GOVERNMENT TRAVEL AND PERMANENT CHANGE OF STATION

If you are a typical Federal employee you may be required to perform travel on official government business and may have at least one move or change of station. Some things you need to know follow:

Official Government Travel:

1. Use of a Government Owned or Leased Vehicle **(GOV)** has certain responsibilities and the AAIHS has a policy on use of these vehicles.
    a. You must use the GOV for **Official Business** only.
    b. You must have a travel order or permission from your supervisor.
    c. You must have a valid state driver's license.
    d. You must never drive a GOV while under the influence of alcohol or any other substance, which could impair your ability to drive safely.
    e. You must never transport your family or other unofficial passengers.
    f. You must not use the GOV to "run off to lunch" while at your duty station.
    g. You must not use the GOV to "run home for just a minute" even if you live on site in Government quarters.
    h. You must be familiar with the AAIHS policy on use of GOV, which you will find on the http://home.albuquerque.ihs.gov Directives Control web page.
    i. If you misuse a GOV, Congress has prescribed the (minimum) disciplinary action to be proposed, which is a 30 day suspension from duty and pay.
    j. You may use a GOV when you are traveling outside your duty station to go to dining establishments, places of worship, laundry or cleaning locations, shopping malls, etc. However, you will want to be cognizant of any adverse "appearance" which may be attributed to where you park the GOV. Should anyone report seeing a GOV in what may be considered an inappropriate location, a complaint may be filed with the General Services Administration (GSA). If the GOV belongs to the IHS, GSA will contact the Agency to ascertain the facts surrounding the location and use of the GOV.

2. When you are traveling outside your duty station (or commuting area) such as to a meeting in another town, you must have permission to travel. If the travel is to be overnight, you must have a **travel order (TO)** in the Administrative Resource Management System (ARMS). Your office secretary or assistant will be able to show you how to use this system.

3. Upon your return from the trip, you will be required to file a travel voucher so as to be reimbursed or paid for your authorized travel expenses.

4. If you fly, airline tickets must be arranged for by contacting Scheduled Airlines Travel Organization (SATO). The airline tickets are paid for directly through the

Area Finance office and must not be charged to your government issued travel credit card.

5. If you choose to use your privately owned vehicle **(POV)** you must have permission to do so by initiating a travel order to be reimbursed. You are paid a flat rate for use of your POV, which covers, gas and wear/tear on your vehicle. Check with your supervisor or the ARMS administrator to ascertain the current per mile rate.

6. For overnight travel, you will be eligible to claim subsistence at ¾ of the full day rate for the first and last day of travel. You will get the full subsistence amount for intervening days.

7. Your lodging expenses will be paid at the authorized rate only and you must have a receipt to be reimbursed. If the only lodging available is at a rate higher than the authorized rate, you must submit a request for reimbursement of "actual" cost at least 30 days in advance of the travel date. Work with your supervisor who will work with Area Office staff to get the request to the appropriate approving authority. These requests must be approved at the IHS Headquarters level; therefore, you will want to allow plenty of time for approval.

8. If it is apparent that you will be required to travel more than 5 times a year, you may be required to apply for a **Government Travel Card (GTC)** and use it for all expenses for official travel.

9. You may use your **Government Travel Card (GTC)** to purchase lodging and meals while on officially authorized travel status. Personal items such as clothing, tires for your **POV**, gifts for yourself or family members and/or entertainment are not allowed.

10. Should you use your **GTC** for unauthorized or unapproved items, you may be subject to disciplinary action up to and including removal from the Federal service.

11. If you fail to promptly pay the balance on your **GTC**, you may lose the card, which may hamper your ability to perform your official duties. Failure to pay your **GTC** balances may also lead to disciplinary action.

Permanent Change of Duty Station or Travel to First Duty Post:

1. If you are a current IHS or other Federal employee or if you are selected for a position, which was difficult to recruit, you may be eligible for either Permanent Change of Duty Station or Travel to First Duty Post expense reimbursement. This is called a "permanent change of station" **(PCS)**.

2. A **PCS** requires that you sign an agreement to stay in the Federal service for a minimum of 12 months.

3. The expenses for which the government pays and/or reimburses you are shipment of household goods, mileage, per diem for you and your immediate family (no per diem is authorized for family members on first post of duty travel for **civil service employees**), reasonable market costs associated with buying and/or selling a home, and miscellaneous expenses such as telephone, electrical hookups, water/garbage deposits, etc. If you must break a lease to report for duty with IHS, the cost of breaking your lease may be reimbursable. You may also be eligible for temporary quarters for up to 60 days and temporary storage of your household goods up to 90 days. Extensions may be requested for documented reasons, which are beyond your control.

4. If you are a ***commissioned officer***, you may also be eligible for travel reimbursement and shipment of household goods at the end of your service.

Travel Reimbursed By Another Federal Agency:

If you have been asked to travel at the request of another Federal agency, for which it has offered to reimburse the AAIHS for your travel expenditures, you must seek your supervisor and CEO's permission to engage in the activity and travel. If you are approved to travel to engage in the activity, you and your supervisor must contact the Area Division of Finance to arrange for the area-to-area or agency-to-agency reimbursement.

Request for Approval to Accept Payment of Travel from a Non-federal Source: (Cash/In kind Request)

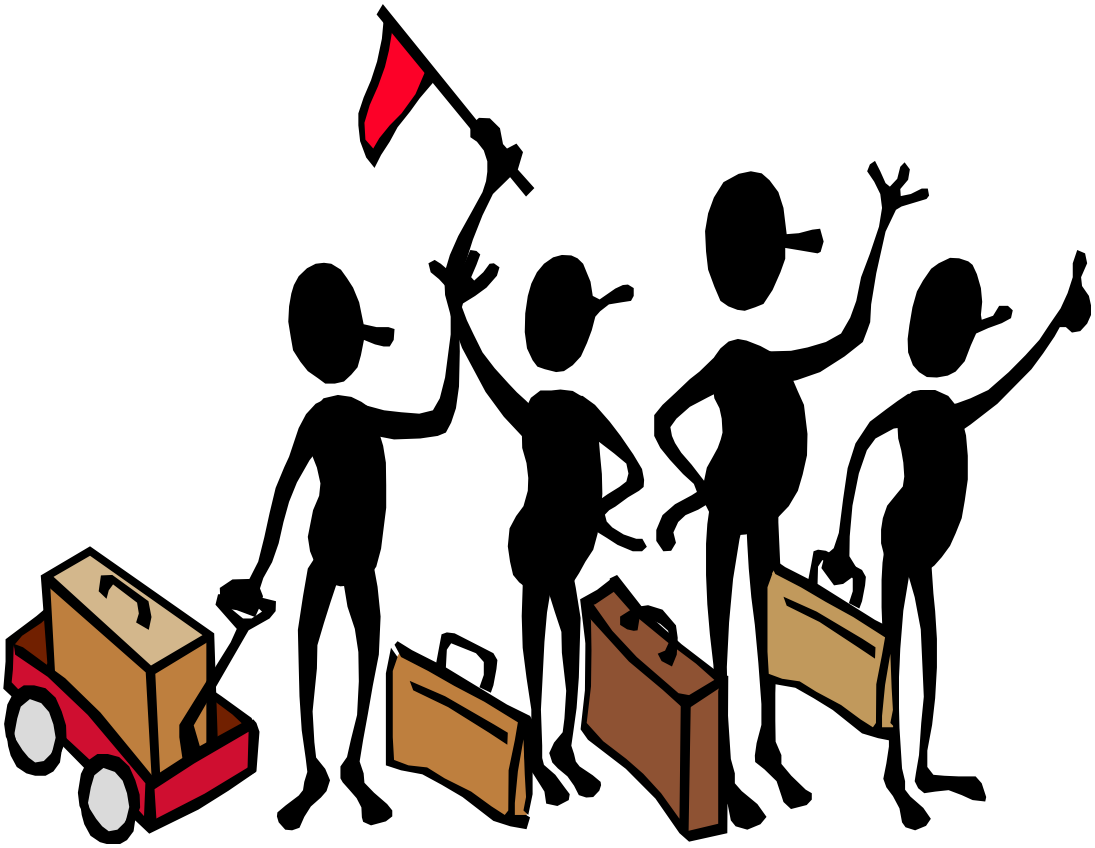
The AAIHS policy with respect to the acceptance of cash or services for payment of travel from a non-federal organization is as follows:

Cash or in-kind travel is considered a "gift" under ethics regulations. The offer is usually made to defray in whole or in part the travel related expenses of employees of AAIHS. When an employee receives an invitational letter from a non-federal organization asking them to attend a meeting or a similar function for which the organization offers to pay the travel expenses, an approved HHS-348, Request for Approval to Accept Payment for Travel Expenses from a Non-Federal Source, form is required. The HHS-348 request needs to be submitted at least 30 days prior to anticipated travel because the Office of Program Integrity and Ethics (OPIES) in IHS Headquarters must review and approve the request. For more information log on to http://home.albuquerque.ihs.gov web page, look for HHS Gift Acceptance Authority.

REMEMBER:

In every travel activity where there is an expenditure of funds and reimbursement is expected, you must have an <u>approved</u> travel order, before you begin your travel. You must complete and submit a travel voucher to receive reimbursement of expenses.

Reimbursement for all travel occurs by use of EFT therefore you will be required to submit information about your financial institution to your finance office.



CHAPTER 23 - USE OF GOVERNMENT PROPERTY

You are required to use Government property, which includes but is not limited to, office equipment, maintenance equipment, medical equipment, office supplies, maintenance supplies, medical supplies, etc., only in the performance of official Government activities. Using your computer for personal work, even if you are approved for outside work, is not permissible. Use of the shovels, picks, and lawn mowers for your yard or farm is not permissible. Taking home food from the dietary department is not permissible. Taking band-aids, ACE bandages and tape or over the counter drugs or narcotics for personal use or to sell, is not permissible.

Use of Government owned computers for Internet use is addressed in AAIHS Circular No. 2000-01. This policy states that the AAIHS promotes Internet and e-mail uses to enable employees to accomplish the IHS mission and encourages employees, volunteers and contractors to develop Internet skills and knowledge. Use of the Internet for other than official purposes such as dating, viewing pornography or to support personal work is not permissible. You may access this circular by going to the AAIHS http://home.albuquerque.ihs.gov web page.

Make certain that you do not disclose your passwords to anyone or use anyone's password. You may be violating IHS policy or the law.

You must use Government property issued to you only for **Official Government business.** Should you use it for any other reason, you may be subject to disciplinary action up to and including removal from your position and the Federal service and/or criminal penalties.

CHAPTER 24 - WHEN INJURED AT WORK

Information Guide for Federal Employees

Introduction

The Federal Employees' Compensation Act (FECA) (5 U.S.C. 8101 et seq.) is administered by the Office of Workers' Compensation Programs (OWCP) of the U.S. Department of Labor. It provides compensation benefits to civilian employees of the United States for disability due to personal injury sustained while in the performance of duty or to employment-related disease. The FECA also provides for the payment of benefits to dependents if the injury or disease causes the employee's death. Benefits cannot be paid if the injury or death is caused by the willful misconduct of the employee or by the employee's intention to bring about his or her injury or death or that of another, or if intoxication (by alcohol or drugs) is the proximate cause of the injury or death.

Medical Benefits

An employee is entitled to medical, surgical and hospital services and supplies needed for treatment of an injury as well as transportation for obtaining care. The injured employee has initial choice of physician and may select any qualified local physician or hospital to provide necessary treatment or may use agency medical facilities if available. Except for referral by the attending physician, any change in treating physician after the initial choice must be authorized by OWCP. Otherwise, OWCP will not be liable for the expenses of treatment. The term "physician" includes surgeons, osteopathic practitioners, podiatrists, dentists, clinical psychologists, optometrists and chiropractors within the scope of their practice as defined by State law. Payment for chiropractic services is limited to treatment consisting of manual manipulation of the spine to correct a subluxation as demonstrated by x-ray to exist. If the physician selected has been excluded from participating in the Compensation Program the OWCP District Office will advise the employee of the exclusion and the need to select another physician.

Compensation for Temporary Total Disability

An employee who sustains a disabling, job-related traumatic injury may request continuation of regular pay for the period of disability not to exceed 45 calendar days or sick or annual leave. If disability continues beyond 45 days or the employee is not entitled to continuation of pay, the employee may use sick or annual leave or enter a leave without pay status and claim compensation from OWCP. When disability results from an occupational disease, the employing agency is not authorized to continue the employee's pay. The employee may use sick or annual leave or enter a leave without pay status and claim compensation. Compensation for loss of wages may not be paid until after a three-day waiting period, except when permanent effects result from the injury or where the disability causing wage loss exceeds 14 calendar days. Compensation is generally paid at the rate of 2/3 of the salary if the employee has no

dependents and 3/4 of the salary if one or more dependents are claimed. The term "dependent" includes a husband, wife, and unmarried child less than 18 years of age, and a wholly dependent parent. An unmarried child may qualify as a dependent after reaching the age of 18 if incapable of self-support by reason of mental or physical disability, or as long as the child continues to be a full-time student at an accredited institution, until he or she reaches the age of 23 or has completed four years of education beyond the high school level.

Compensation for Permanent Effects of Injury

The Act provides a schedule of benefits for permanent impairment of certain members, functions and organs of the body such as the eye, arm, or kidney and for serious disfigurement of the head, face or neck. For example, an award of 160 weeks of compensation is payable for total loss of vision in one eye. In addition, compensation for loss of earning capacity may be paid if the employee is unable to resume regular work because of injury-related disability. This compensation is paid on the basis of the difference between the employee's capacity to earn wages after an injury and the wages of the job he or she held when injured. OWCP may arrange for vocational rehabilitation and provide a maintenance allowance not to exceed $200 per month. A disabled employee participating in an OWCP-approved training or vocational rehabilitation program is paid at the compensation rate for total disability. If the employee's condition requires a constant attendant, an additional amount not to exceed $1500 per month may be allowed.

Compensation for Death

If no child is eligible for benefits, the widow or widower's compensation is 50 percent of the employee's pay at the time of death, if death was due to the employment-related injury or disease. If a child or children are eligible for benefits, the widow or widower is entitled to 45 percent of the pay and each child is entitled to 15 percent. If children are the sole survivors, 40 percent is paid for the first child and 15 percent for each additional child, to be shared equally. Other persons such as dependent parents, brothers, sisters, grandparents, and grandchildren may also be entitled to benefits. The total compensation may not exceed 75 percent of the employee's pay or the pay of the highest step for GS-15 of the General Schedule, except when such excess is created by authorized cost-of-living increases. Compensation to an employee's surviving spouse terminates upon his or her death or remarriage. A widow or widower's benefits continue, however, if the remarriage takes place after the age of 55. Awards to children, brothers, sisters and grandchildren terminate at the age of 18, unless the dependent is incapable of self-support, or continues to be a full-time student at an accredited institution, until he or she reaches the age of 23, or has completed four years of education beyond the high school level. Burial expenses not to exceed $800 are payable. Transportation of the body to the employee's former residence in the United States is provided where death occurs away from the employee's home station. In addition to any burial expenses or transportation costs, a $200 allowance is paid for the administrative costs of terminating an employee's status with the Federal Government.

Cost-of-Living Increases

Compensation payments on account of a disability or death, which occurred more than one year before March 1 of each year, are increased on that date by any percentage change in the Consumer Price Index published for December of the preceding year.

Settlements With Third Parties

Where an employee's injury or death in the performance of duty occurs under circumstances placing a legal liability on a party other than the United States, a portion of the cost of compensation and other benefits paid by OWCP must be refunded from any settlement obtained. OWCP will assist in obtaining the settlement and the Act guarantees that the employee may retain a certain proportion of the settlement (after any attorney fees and costs are deducted) even when the cost of compensation and other benefits exceeds the amount of the settlement.

Appeal Rights

An employee or survivor who disagrees with a final determination of OWCP may request an oral hearing or a review of the written record from the Branch of Hearings and Review. Oral and/or written evidence in further support of the claim may be presented. The employee may also request a reconsideration of a decision by submitting a written request to the District Office, which issued the decision. The request must be accompanied by evidence not previously submitted. If reconsideration has been requested, a hearing on the same issue may not be granted. The employee or survivor may also request review by the Employees' Compensation Appeals Board (ECAB). Because the ECAB rules solely on the evidence of record at the time the decision was issued, no additional evidence may be presented.

More Detailed Information

More detailed information about the requirements for coverage and benefits under the Federal Employees' Compensation Act may be obtained from Federal Personnel Manual Chapter 810, Injury Compensation [now **OWCP Publication CA-810**], and booklet, CA-550, Questions and Answers About the Federal Employees' Compensation Act, which answers questions commonly asked about compensation benefits.

What To Do...

1. Keep This Information. It is important that you know what you are entitled to, since benefits are not paid automatically. You or your survivors must claim them.

2. In Case of Injury obtain first aid or medical treatment even if the injury is minor. While many minor injuries heal without treatment, a few result in serious prolonged disability that could have been prevented had the employee received treatment when

the injury occurred. For traumatic injuries, ask your employer to authorize medical treatment on Form CA-16 BEFORE you go to the doctor. Take Form CA-16 when you go to the doctor, along with Form OWCP-1500, which the doctor must use to submit bills to OWCP. Your employer may authorize medical treatment for occupational disease ONLY if OWCP gives prior approval. Submit bills promptly, as bills for medical treatment may not be paid if submitted to OWCP more than one year after the calendar year in which you received the treatment or in which the condition was accepted as compensable.

3. *Report Every Injury* to your supervisor. Submit written notice of your injury on Form CA-1 if you sustained a traumatic injury, or Form CA-2 if the injury was an occupational disease or illness. (Forms CA-1 and CA-2 may be obtained from your employing agency or OWCP.) Form CA-1 must be filed within 30 days of the date of injury to receive continuation of pay (COP) for a disabling traumatic injury. COP may be terminated if medical evidence of the injury- related disability is not submitted to your employer within 10 workdays. YOU ARE RESPONSIBLE FOR ENSURING THAT SUCH MEDICAL EVIDENCE IS SUBMITTED TO YOUR EMPLOYING AGENCY. Form CA-2 should also be filed within 30 days. Any claim, which is not submitted within 3 years, will be barred by statutory time limitations unless the immediate superior had actual knowledge of the injury or death within 30 days of occurrence.

4. Establish the Essential Elements of Your Claim. You must provide the evidence needed to show that you filed for benefits in a timely manner; that you are a civil employee; that the injury occurred as reported and in the performance of duty; and that your condition or disability is related to the injury or factors of your Federal employment. OWCP will assist you in meeting this responsibility, which is called burden of proof, by requesting evidence needed to fulfill the requirements of your claim.

5. File a Claim for Compensation. File Form CA-7, Claim for Compensation on Account of Traumatic Injury or Occupational Disease, if you cannot return to work because of your injury and you are losing (or expect to lose) pay for more than three days. Give the form to your supervisor seven to ten days before the end of the COP period, if you received COP. If you are not entitled to COP, submit Form CA-7 when you enter or expect to enter a leave without pay status. All wage loss claims must be supported by medical evidence of injury-related disability for the period of the claim. If you continue to lose pay after the dates claimed on Form CA-7, submit Forms CA-8 Claim for Continuing Compensation on Account of Disability, through your employer to claim additional compensation until you return to work or until OWCP advises they are no longer needed. You are not required to use your sick or annual leave before you claim compensation. If you choose to use your leave, you may, with your agency's concurrence, request leave buy-back by submitting Form CA-7 to OWCP through your employing agency. Any compensation payment is to be used to partially reimburse your agency for the leave pay. You must also arrange to pay your agency the difference between the leave pay based on your full salary and the compensation payment that was paid at 2/3 or 3/4 of your salary. Your agency will then recredit the leave to your leave record.

6. Return To Work As Soon As your Doctor Allows You To Do So. If your employing agency gives you a written description of a light duty job, you must provide a copy to your doctor and ask if and when you can perform the duties described. If your agency is willing to provide light work, you must ask your doctor to specify your work restrictions. In either case, you must advise your agency immediately of your doctor's instructions concerning return to work, and arrange for your agency to receive written verification of this information. COP or compensation may be terminated if you refuse work, which is within your medical restrictions without good cause, or if you do not respond within specified time limits to a job offer from your agency. In appropriate cases, OWCP provides assistance in arranging for reassignment to lighter duties in cooperation with the employing agency. In addition, injured employees have certain other specified rights under the jurisdiction of the Office of Personnel Management, such as reemployment rights if the disability has been overcome within one year.

Tell Your Family about the benefits they are entitled to in the event of your death. For assistance in filing a claim they may contact your employing agency's personnel office or OWCP.

For Additional Information or When in Doubt About Your Compensation Benefits Write to the Office of Workers Compensation Programs or log onto http://www.dol.gov

***Commission officers* are not covered by FECA and in the event of a injury on the job, must work with the Area Office Commissioned Corps Liaison.**

CHAPTER 25 - INDIAN SELF-DETERMINATION EDUCATION ACT, PL 93-638

PL 93-638 is the Indian Self-Determination and Education Assistance Act (ISDA). This public law (PL) along with amendments, PL 100-472 of 1988 and PL 103-413 of 1994 provide for American Indian tribes or tribal groups to manage IHS operated hospitals, health centers, and/or programs as tribal programs. All funding that the Secretary of DHHS uses to support the program or facility is transferred to the tribe or tribal group. You may have to make a decision with regard to your employment with IHS in the following ways:

1. The tribe or tribal group may offer direct hire employment with or without carrying your current benefits into its employment. In this instance you actually become a tribal employee and leave Federal service. In some cases this employment may be retirement creditable.

2. The tribe or tribal group may offer you an interagency personnel assignment (IPA) for **civil service employees** or a memorandum of agreement (MOA) for **commissioned officers.** In this instance you remain a Federal **civil service** employee or ***commissioned officer*** and have both Tribal and Federal supervisors. You retain credit for retirement since you remain a Federal employee. You are also required to adhere to all employment requirements for both the Federal service and the tribe or tribal group.

3. You may decline the offer of tribal employment or an IPA/MOA.

4. If you are a **civil service employee** and are not offered or decline an IPA, the facility must request authority to initiate a RIF. See Chapter 20 for RIF information.

5. If you are a ***commissioned officer***, and are not offered employment or a MOA, IHS must find placement for you since you are not subject to a RIF. In the event IHS is unable to locate a position for you, DCP will be notified and that office will direct your assignment.

6. An IPA is a three party agreement among the tribe/tribal group, IHS and you. It is subject to termination based on the decision of one of the three parties. However, only the tribe/tribal group may offer renewal of an IPA/MOA.

7. If you accept an IPA or MOA and/or when your IPA/MO is terminated, IHS must find placement generally through RIF procedures for **civil service employees** and through deployment activity for **commissioned officers**.

8. An MOA is a two party agreement between the tribe/tribal group and IHS. It is subject to termination or renewal based on the decision by one of those two parties.

9. If you are a ***commissioned officer*** not wishing to enter into an MOA, you must seek an alternate assignment or resign your commission.

10. Retirement may be an option, if you meet retirement eligibility.

11. **Civil service employees**, who resign in lieu of being separated by RIF, may be entitled to severance pay, even if he/she accepts a position with the tribe or tribal group. However, the employee must actually have been issued a notice of separation due to RIF.

12. **Commissioned officers** are not eligible for severance pay.

CHAPTER 26 - MISCELLANEOUS

May I smoke?	Yes, as long as you are outside the facility and at least 50 feet away from facility entrances.
May I telecommute?	It depends on the nature of your position and the need to have you perform your duties at your official duty station. Each request will be reviewed on a case-by-case basis. Your supervisor and CEO must make a written recommendation and forward your request to the HR Director. Your request will be forwarded to the Area Director who will consider the recommendations however; the Area Director holds sole authority to approve or disapprove your request.
May I work an AWS?	It depends on the nature of your position and the need to have your perform your duties during our business hours of 8:00 a.m. to 5:00 p.m. Check your collective bargaining agreement for additional information.
What do I wear to work?	You are required to dress appropriately for a professional business office, hospital department, health center, etc. Suits and dresses or appropriate uniforms are recommended. However, business casual such as slacks/skirts and shirts/ blouses with sports jacket or sweaters are permissible. If you are required to wear a uniform, you will be authorized an allowance based on AAIHS policy. If you are a **bargaining unit employee** you may want to check with your steward. If you are a **commissioned officer** you will follow the uniform of the day guidance. While on duty, revealing clothing must be avoided. Unless specifically authorized sweatshirts and sweatpants are not appropriate; nor are tee shirts with any kind of obscene, vulgar, or other written material or pictures that is at odds with the IHS Mission**.**
Where do I park?	Check with your supervisor.
Do I need a permit?	Depending on where you are duty stationed, you may need a parking permit. Check with your supervisor or HR professional.

What about Security?	All service units, health centers and the area office have security officers and procedures are in place in case of emergencies. Check with your supervisor about your role.
Will I need an ID badge?	Yes, all facilities issue official identification badges, which must be worn at all times the employee is on duty.
Will I be able to make work related purchases?	Employees may be issued a Government Purchase card called an IMPAC credit card to make purchases for their programs. If your supervisor assigns you that task, you will be required to attend training, maintain a commitment register, and may only use the credit card for **Official Government Business**.
What happens if I use the credit card for other reasons?	You could be subject to disciplinary action up to and including removal from your position and the Federal service.
As a Manager, will I be required to make purchases for patient care items, office items and other routine supplies?	Yes; you will be required to become familiar with all rules and regulations regarding procurement. The Federal Acquisition Regulations **(FAR)** manual provides all the information you will required. Failure to follow the steps outline in the regulations, i.e. making purchases without properly approve purchase orders, contracts or without proper authorization, can lead to ratifications. Ratification is the act of approving an unauthorized commitment by an official who has the authority to do so. **Unauthorized commitments are prohibited and may lead to disciplinary action up to and including removal of the individual who commits such unauthorized acts.** For more information on making authorized purchases, check with your General Services Officer or Administrative Officer at your facility or the Contracting Officer located in the Area Office. For assistance in dealing with staff who make unauthorized commitments, contact your HR professional.
What is Employee Express? ***During open Open Season only**	Employee Express gives you control over certain pay related actions such as direct deposit, federal and state tax withholding, *health benefit changes, home address changes, FEHB *pre-tax, allotments (add or delete accounts), TSP *change or *enroll. You may use the telephone just dial 1-800-409-6526 and follow the prompts. You may access Employee Express via the Internet at http://www.employeeexpress.gov/emain.htm and just follow the prompts. The first time you use this system; you will have to request a personal identification number (PIN),

which will be sent to your home address. Upon receipt of the PIN you can do business on the phone or via the Internet.

Are there grievance procedures?	Yes. There are at least three different grievance procedures. There is one for **bargaining unit employees**, which will be found in the collective bargaining agreement. There is one for **commissioned officers,** which can be found in the Commissioned Corps Personnel Manual, CC.26, at Instruction 5. And there is an Agency (IHS) administrative grievance procedure for **civil service employees** not covered by the collective bargaining agreement. It may be found in the IHS Manual. Look for Transmittal Number (TN) 97-02. You may also ask your supervisor or HR professional for copies of the procedures or for more information.
What if I get sick and don't have adequate leave to cover my absence?	The IHS has a leave donation program available for employees who don't have enough sick or other leave to cover their absence. Your absence must anticipate/include a period of at least 10 workdays without pay. Contact your HR professional for more information.

Employee Name: _____ Supervisor: _____ A = Acceptable U = Unacceptable

Performance Elements	Performance Standard	Rating		Comments
		A	U	
Element 1 Assures the provision of quality health care services. in accordance with appropriate medical and/or professional standards for program. **Program = division/department *Routinely = not more than 2 missed deadlines OR completes all but 2 OR includes all but 2 +Routine = occurring at regular intervals i.e. 1time/month, 2times/month #Supports = meets with, assigns staff and/or provides other resources	a. Assures **program activities maintain accreditation/certification standards assuring performance improvement plans are in place for assigned activities *routinely meeting timelines established by supervisor. b. Assures plans for provision of clinical & preventive health services address GPRA objectives and measurements #supports joint SU/Tribal initiatives. Development of and partnership with external resources is documented throughout appraisal period not less than 4 times. c. Monitors clinical program activities and operations through the following as appropriate: regular mortality, staffing ratios, CHS costs and referral patterns, health board concerns; developing trends and analyses with reports to service unit Executive Committee realigning programs resources as indicated. d. Maintains customer satisfaction program through +routine assessment, follows process for dealing with established patient complaints, taking corrective action within established timeframes and documenting steps taken. e. Reviews CHS program utilization as pertinent to **program needs, assuring contract providers are monitored for quality of care; educates staff about proper utilization and assures compliance to established protocols of CHS program f. Implements recommendations to assure standards of care such as case mgmt., standardized formulary, clinical guidelines and basic benefits package, pertinent to **program needs. g. Works with tribal reps on clinical/ preventive objectives in accordance with supervisor's instructions.			

Employee Name: _____ Supervisor: _____ A = Acceptable U = Unacceptable

Performance Elements	Performance Standard	Rating		Comments
		A	U	
Element 2 Assures quality fiscal management in accordance with appropriate laws, rules, regulations, policy, procedures, FMFIA and supervisor's instructions. *+Continuously = daily operations are reviewed to ascertain support of service unit mission and program goals. #Support = meets with, assigns staff and/or other resources.	a. Assures assigned program operates within allowances; develops budgets, projects revenue and expenses and monitors on a monthly basis reconciling with SU Budget Analyst monthly. Uses WebFRS. Consults with Health Board and Executive Committee on budget development and implementation. b. *+Continuously assesses business operations; develops revenue enhancement plans. c. Assures staff works with Compliance Officer meeting compliance plan standards; takes appropriate action to prevent fraud, waste and abuse. Holds staff accountable for actions and takes appropriate corrective action in a timely manner. Assures compliance to FMFIA. d. Conducts at least two internal management control reviews reporting results and action plans submitted to Executive Committee e. #Supports activity to collect on FMCRA cases.			

Employee Name: _____ Supervisor: _____ A = Acceptable U = Unacceptable

Performance Elements	Performance Standard	Rating		Comments
		A	U	
Element 3 Manages human resources effectively in accordance with laws, rules, regulations, policy & procedures and supervisor's instructions. +Routine = occurring at regular intervals i.e. 1time/month, 2times/month ++Actively participates = writes and submits nominations for honor award program at least 2/3 times a year and provides resources (staff, budget, etc) to support honor awards program. ##Fair treatment = in accordance with Merit System Principles and avoidance of prohibited personnel practices. ^Adequate = probationary or new employees are closely supervised and appropriate corrective steps are initiated and completed before end of probationary period OR for transferred in IHS employees 3 to 6 weeks with appropriate corrective steps taken immediately (consultation with HR within 1 week).	a. Establishes appropriate organizational structure; defines functions and assigns responsibilities and authorities; assures performance plans are established and evaluations are conducted annually; position descriptions are reviewed annually. b. Provides training opportunities and career development initiatives throughout the service unit; ++actively participates in annual honor awards program and other employee recognition activities c. Develops and implements recruitment and retention plans involving tribes, staff and other resources; utilizes data such as turnover rates by profession, fill rate of critical occupation by location, exit interviews, and staff feedback to develop plan(s) d. Supports affirmative employment and equal employment through establishment of training and orientation, complaints/grievances processes, ##fair treatment in all hiring processes, and compliance with Agency affirmative action and EEO policies/procedures e. Uses workgroups and teams to accomplish projects and objectives, assuring open communications between supervisor and staff as well as among staff by use of +routine staff meetings, interactions and interventions. f. Provides new employees ^adequate time to be oriented to the job, department service unit. Orientation session is documented.			

Employee Name: _____ Supervisor: _____ A = Acceptable U = Unacceptable

Performance Elements	Performance Standard	Rating		Comments
		A	U	
Element 4 Reinforces service unit leadership by personal adherence to rules, regulations, policy and procedures and supervisor's instructions. Exercises good leadership, by assuring subordinate staff adherence to rules, regulations, policy and procedures and supervisor instructions through routine communication.	a. With staff, develops annual operational plan that includes vision, mission, realistic objectives and guidelines for the achievement of the plan (values). Utilizes health status, trends and community assessments, available resources and other appropriate data to assist in planning b. Communicates vision and plan to subordinate staff and customers coordinating the services with partners of the service unit healthcare delivery system c. #Supports management information system to detail efficiencies and effectiveness in the delivery of healthcare, management of resources, planning and administrative operations; works towards implementation of HIPPA and assures adherence to Privacy Act requirements. d. #Supports management staff in consultation policy with tribes. Makes routine reports to SFSU Health Board and Executive Committee and community organizations in accordance with supervisor's instrucitons.. Seeks their participation of service unit workgroups and teams and keeps them informed of IHS activities, policies, issues and service delivery changes e. Represents the service unit in local, State, regional and national meetings, associations, and forums in accordance with supervisor's instructions. f. Initiates, develops and maintains cooperative relationships with the local business community and with other health care facilities; establishes partnerships and alliances which enhance the service health care delivery system #Supports self-determination process through involvement planning, providing information and orientation to the self-determination policies and procedures.			

Appendix B

STANDARD OF CONDUCT AGREEMENT

I have received a copy of the Standards of Ethical Conduct for Employees of the Executive Branch and a copy of the Albuquerque Area--Courtesy and Respect in the Workplace Policy. I certify I have reviewed these documents and familiarized myself with these directives and guidelines.

1. I, (Employee's Name), agree to:
Treat my co-workers in a courteous and respectful manner.
Greet and treat all patients and visitors with a helpful, caring, and respectful attitude.
I will support my co-workers in professional manner
I will bring questions to the attention of my supervisor, first.
I will bring the questionable behavior others to the attention of my supervisor.
I will be responsive when my supervisor points out areas of my conduct/actions/attitude that need my attention.
I will avail my self of training opportunities to enhance and improve customer services.
I will abide by the HHS Standards of Conduct and the Standards of Ethical Conduct for Employees of the Executive Branch and the Albuquerque Area--Courtesy and Respect in the Workplace Policy
I understand that repeated failure to adhere to these standards and guidelines could lead to disciplinary action up to and including removal from my position and the Federal service.
I will be at work on time and will work a full tour of duty shift.

2. On behalf of the AAIHS (Division/Service Unit/Health Center) I agree to require your supervisor(s) (or if I am your supervisor I agree):

To provide a professional environment in which to work and learn;
To take appropriate action to keep the environment free from harassment and violence;
To encourage open dialogue, free from reprisal or retributions;
To deal with any difficulties between co-workers promptly;
To obtain staff's side of the story prior to responding to patient, co-worker or other complaints, whenever possible;
To provide training opportunities for staff in customer service and career enhancement studies or activities as budget and patient care permit; and
To discuss concerns conduct/actions/attitude that needs the employee's attention with the employee promptly and in a professional manner.

_____ _____
(Employee Signature) (Date)

_____ _____
(CEO/Division Director Signature) (Date)

NOTES