Arkansas Department of Veterans Affairs
Employee Handbook

About this Handbook:

This Handbook does not constitute any employment contract or agreement, either expressed or implied, between the Department and its employees. This Handbook is subject to change without notice either wholly or in part.

Discrimination by any officer or employee based upon race, creed, religion, national origin, age, sect, or gender shall constitute grounds for dismissal. When it is determined by any court of law that an employee of the State of Arkansas is guilty of discrimination based on the above, such determination shall be grounds for dismissal from employment.

Arkansas Department of Veterans Affairs
501 Woodlane Drive Suite 230C
Little Rock, AR 72201
(501) 683-1386 or fax (501) 682-4833

Asa Hutchinson
Governor

Matt Snead
Director

Director's Welcome

Dear ADVAcate:

Congratulations on your selection as a part of the team that serves Arkansas' nearly 250,000 Veterans, as well as their families. A strong national defense is dependent not only on those who answer their nation's call, but on those who ensure veterans and their families are cared for when they return.

No service member served alone.

As an ADVAcate you have answered a higher calling of public service. You are a part of the greater call of our nation's defense. Whether working at a long-term care facility, cemetery, or in the veteran services division; the quality of service you deliver may influence future generations and their perception on military service and veteran care.

"The willingness with which our young people are likely to serve in any war, no matter how justified, shall be directly proportional as to how they perceive the veterans of earlier wars were treated and appreciated by their nation." ~George Washington.

Every ADVAcate should know our agency's mission, vision and values. It is important that you take time to review the employee handbook to ensure you know who we are, what we do, where we came from, and where we are going.

Your supervisors are here to ensure you are successful in this noble endeavor as an ADVAcate for Arkansas' Veterans. Never hesitate to ask questions, and seek professional development. ADVA is not a place to have a job, it is a place to fulfill a calling.

Again, congratulations on your selection as a member of ADVA.

Sincerely,

Matt Snead
Director

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INTRODUCTION

The ADVA is an equal opportunity employer. Our Human Resource Services are designed to support the mission of the agency and provide assistance that will enable supervisors and employees to perform their job duties and responsibilities at the highest possible level. Services will be provided in compliance with all State and Federal guidelines. Should you need personnel assistance, please contact the Human Resources office at (501) 683-1386 and one of the staff will to assist you.

The objective for this portion of the new employee orientation is to familiarize you with the policies, procedures and practices that pertain to you as an ADVA employee. As we go through this information, please feel free to ask questions to help clarify or aid in your understanding of our expectations.

By accepting employment with ADVA, you have agreed to conform to the policies and procedures of ADVA including any changes, deletions, and/or additions to these policies and procedures during the course of your employment. ADVA reserves the right to make changes in the content of the application of its policies and procedures and this book as deemed necessary. These changes may be implemented even if they have not been communicated, reprinted, or substituted in this book. You should not rely on any oral or written statements contrary to what your employment application, this book and/or the ADVA policies state. Should information presented in this book conflict with ADVA official policies, the most recent signed official policy will govern. Questions about the information contained in this book or any policy or procedure should be discussed now or with your immediate supervisor for assistance and/or explanation.

Enabling Laws

Act 2272 Of 2005
A.C.A. §20-81-102 et seq.

History and Organization

Act 343 of 1925 created our agency as the Arkansas Service Bureau to aid World War Veterans and Veterans of American Wars to obtain government benefits and for other purposes.

Act 234 of 1945 renamed our agency to the Arkansas Veterans Service Office and changed our responsibilities to assisting all veterans and their dependents in securing their rights and benefits under all laws, both State and Federal.

Act 536 of 1975 appropriated funds to the Arkansas Veterans Service Office for assisting the seventy-five (75) counties in paying salaries and/or expenses of County Veterans Service Officers who meet the training qualifications, the scheduled numbers of working hours per month and other qualifications prescribed or as may be prescribed by our office.

Act 377 of 1975 created the Governor's Task Force on Veterans Affairs to study any and all matters relating to and affecting the affairs of veterans in the state of Arkansas as requested by the Governor or as deemed necessary by the Task Force, and to make recommendations to the Governor on request or as deemed appropriate by the majority of the members of the Task Force.

Act 619 of 1977 authorized the Arkansas Veterans Service Office to establish and maintain an Arkansas Veterans Home in the building formerly used by the School for the Blind and Deaf located at 20th and Madison Streets, Little Rock, Arkansas.

Act 324 of 1979, codified in A.C.A. §20-81-102 et seq., renamed our agency as the Arkansas Department of Veterans Affairs, which would assume all the duties and responsibilities of the Arkansas Veterans Service Office as well as to supervise the operation of the Arkansas Veterans Home; supervise the activities, training and testing of all the County Veterans Service Officers in each county and to create a Governor's Task Force on Veterans Affairs.

Act 432 of 1985, codified in A.C.A. §20-81-105, amended Section 6 of Act 324 of 1979 to require the Arkansas Department of Veterans Affairs to promulgate guidelines for admission to the Arkansas Veterans Home and to conform to Federal requirements necessary to qualify the Arkansas Veterans Home as a Nursing Home and Domiciliary for veterans.

Act 431 of 1985, codified in A.C.A. §20-81-107, authorized the Arkansas Department of Veterans Affairs to accept the donation of real property for use as Veterans Cemeteries.

Act 157 of 1987, codified in A.C.A. §20-81-105, amended Section 6 of Act 324 of 1979 to provide for the conversion of the Arkansas Veterans Home to a Nursing Home and Domiciliary for veterans without the necessity of obtaining a certificate of need.

Act 733 of 1987 appropriated funds to supplement private donations for expansion of the Little Rock, Fayetteville and Fort Smith National Cemeteries.

Act 670 of 1991, amended A.C.A. §20-81-104(b)(4) to authorize members of the Governor's Task Force on Veterans Affairs to attend conventions, conferences or meetings of recognized veterans organizations.

Act 136 of 1993 amended A.C.A. §20-81-104 to change the name of the Governor's Task Force on Veterans Affairs to the Governor's Commission on Veterans Affairs.

Act 719 of 1993 amended A.C.A. §20-81-103 regarding the qualifications for appointment of the Director of the Department of Veterans Affairs.

Act 235 of 1997 amended A.C.A. §20-81-112 by authorizing the Arkansas Department of Veterans Affairs to establish and operate an Arkansas State Veterans Cemetery system.

Act 270 of 1999 authorized an appropriation for construction of a State Veterans' Cemetery and for the daily operations and grounds maintenance for the Cemetery.

Act 43 of 2003 authorized funding for constructing, renovating and equipping a Veterans' Home in Fayetteville, Arkansas.

Act 913 of 2007 authorized an appropriation for the purchase and construction of a National Veterans' Affairs Cemetery. One hundred (100) acres of land was purchased in Birdeye, Arkansas (Cross County) for the future site of the cemetery. The State is to be granted federal reimbursement for the construction of the cemetery less the cost of the land. The Cemetery is expected to be completed and opened by the fall of 2011.

Act 784 of 2009 authorized the redesign and simplification of military service and veterans' special license plates to help with the costs of providing military funeral honors at veterans' funerals; created the "Military Funeral Honors Fund"; authorized the creation of a decal for a veteran of each conflict; established a fee of ten dollars ($10.00) to affix the decal to the special veterans' license plate, to be deposited to the credit of the Military Funeral Honors Fund; and authorized the Department of Veterans Affairs to use the Military Funeral Honors Fund to assist with the cost of providing military funeral honors at veterans' funerals.

Act 38 of 2013 created the Arkansas Veterans' Home Task Force to study issues related to opening a new Arkansas Veterans' Home and to develop specific recommendations for review, consideration, and implementation by the General Assembly.

Act 165 of 2013 authorized the Director of the Department of Veterans Affairs to establish and maintain a Veterans' Home at a location selected by the director, after seeking advice from the Arkansas Veterans' Commission and the Arkansas Veterans Home Task Force, and increased the bed capacity to one hundred fifty (150).

Act 598 of 2013 permits a private employer or a local government employer to have a voluntary veterans' preference employment policy; to have the Department of Workforce Services maintain a registry of employers with a veterans' preference employment policy; and to have the Department of Workforce Services and Department of Veterans Affairs assist an employer in determining whether or not an employee is a veteran.

Act 723 of 2013 provides for the manner in which and conditions under which the unclaimed remains of a veteran may be interred. The Arkansas Department of Veterans Affairs and county veterans service officers shall provide technical assistance and information to funeral establishments, veterans service organizations, estates, and next of kin in order to facilitate a lawful application to the U.S. Department of Veterans Affairs for the purpose of obtaining reimbursement of the reasonable and authorized expenses for disposition of the remains of a qualified veteran.

Act 1036 of 2013 authorized an appropriation of $375,000 for a grant to the Department of Veterans Affairs for operating, construction, improvements, equipment and maintenance expenses associated with a "Fallen Heroes Memorial" for the fiscal year ending June 30, 2014.

Act 262 of 2014 added special language to amend the Arkansas Code to allow the Department of Veterans Affairs to charge a fee of up to $300 for each interment of an eligible spouse or dependent of a veteran.

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MISSION

The Arkansas Department of Veterans Affairs serves Arkansas Veterans, and their eligible dependents, through advocacy and education to access federal and state benefits, high-quality long-term nursing care and burial honors.

VISION

Recognizing the value of Veterans to Arkansas, the Arkansas Department of Veterans Affairs will be the state's leading advocate and resource responsive to the changing needs of Veterans and their families in attaining the highest quality of life.

CORE COMPETENCIES

- **Claims and Appeals** (Assisting Veterans and eligible dependents in obtaining benefits through the Veterans Administration)
- **Long-Term Care** (Providing quality long-term care for Arkansas Veterans)
- **Cemetery Operations** (Providing a final resting place of honor for Arkansas' Veterans and eligible dependents)
- **Advocacy** (Serving as the voice for all of Arkansas' Veterans; marketing the value of Veterans, connecting Veterans to credible services, and connecting communities to Veterans)

VALUES

- **HIGH-QUALITY SERVICE**: Provide outstanding service to those who served us.
- **ACCOUNTABILITY**: Unquestionable integrity in all we do.
- **COMPASSION**: Consistently demonstrate care and empathetic concern for Veterans and one another.
- **COMMUNICATION**: Provide accurate and timely "two-way" communication with our employees, customers, the public and key stakeholders; while fostering a culture of cooperation and collaboration with counties, other agencies, Veteran service organizations and businesses to connect Veterans to resources, and promote the value of Veterans to Arkansas.

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ARKANSAS DEPARTMENT OF VETERANS AFFAIRS

The Arkansas Department of Veterans Affairs (ADVA) is a state agency established to assist veterans, their families and survivors in processing claims with the United States Department of Veterans Affairs. Additionally, ADVA maintains the Arkansas State Veterans Homes and the Arkansas State Veterans Cemeteries.

The Veterans Service function is divided between the Field Service Section, which has representatives in the Little Rock and Fayetteville VA Medical Centers and monitors County Veteran Service Officers employed by all 75 counties; and the Claims Section which handles the filing and (if necessary) the appeal of individual claims for VA benefits. ADVA is accredited to represent claimants in all phases of VA procedures and acts not only under its own authority, but also as the functional representative of The American Legion, Veterans of Foreign Wars, Marine Corps League, Fleet Reserve Association, Veterans of World War I, Catholic War Veterans, Jewish War Veterans, Blinded Veterans Association, American Ex-Prisoners of War, and Non-Commissioned Officers Association.

The Veterans Service staff of ADVA maintains an accurate and up-to-date understanding of the legal and medical procedures and terminology involved in all aspects of the claims process. They maintain high standards of competence in order to assist in all areas from initial counseling through appellate advocacy. Additionally, the Field Services Section provides an extensive ongoing system for training and advising the County Veteran Service Officers on current procedures.

Officials broke ground for the Fayetteville Veterans Home on September 3, 2004. We welcomed our first resident on June 21, 2006. This licensed Medicaid/Medicare 108 bed skilled care nursing facility, provides a comfortable and supportive atmosphere for our veterans. The Central Arkansas Veterans Home will break ground in July, 2015. This home-style housing with community center will become home to 96 veterans. Construction should conclude late 2017.

The Arkansas State Veterans' Cemetery was authorized by Act 235 of 1997, in North Little Rock; construction for the first phase was in November, 2001. Governor Mike Beebe announced at the Capitol July 8, 2008, the purchase of 100 acres of land in Cross County for a new Veterans cemetery. The cemetery is located near Birdeye off Hwy. 163. The State Cemetery System provides a final resting place for all eligible

veterans, spouses and dependent children, to be maintained in a manner that reflects respect for the veterans and their family members.

All services of the Arkansas Department of Veterans Affairs are available without charge (except for residents in Veterans' Homes) and without regard to membership or affiliation with any group or organization.

For further information, contact your local County Veteran Service Officer or ADVA at the address/number listed above. For more detailed information, visit our web site at www.veterans.arkansas.gov.

THE ARKANSAS DEPARTMENT OF VETERANS AFFAIRS
SERVICING THE NEEDS OF VETERANS SINCE 1923

Arkansas Department of Veterans Affairs

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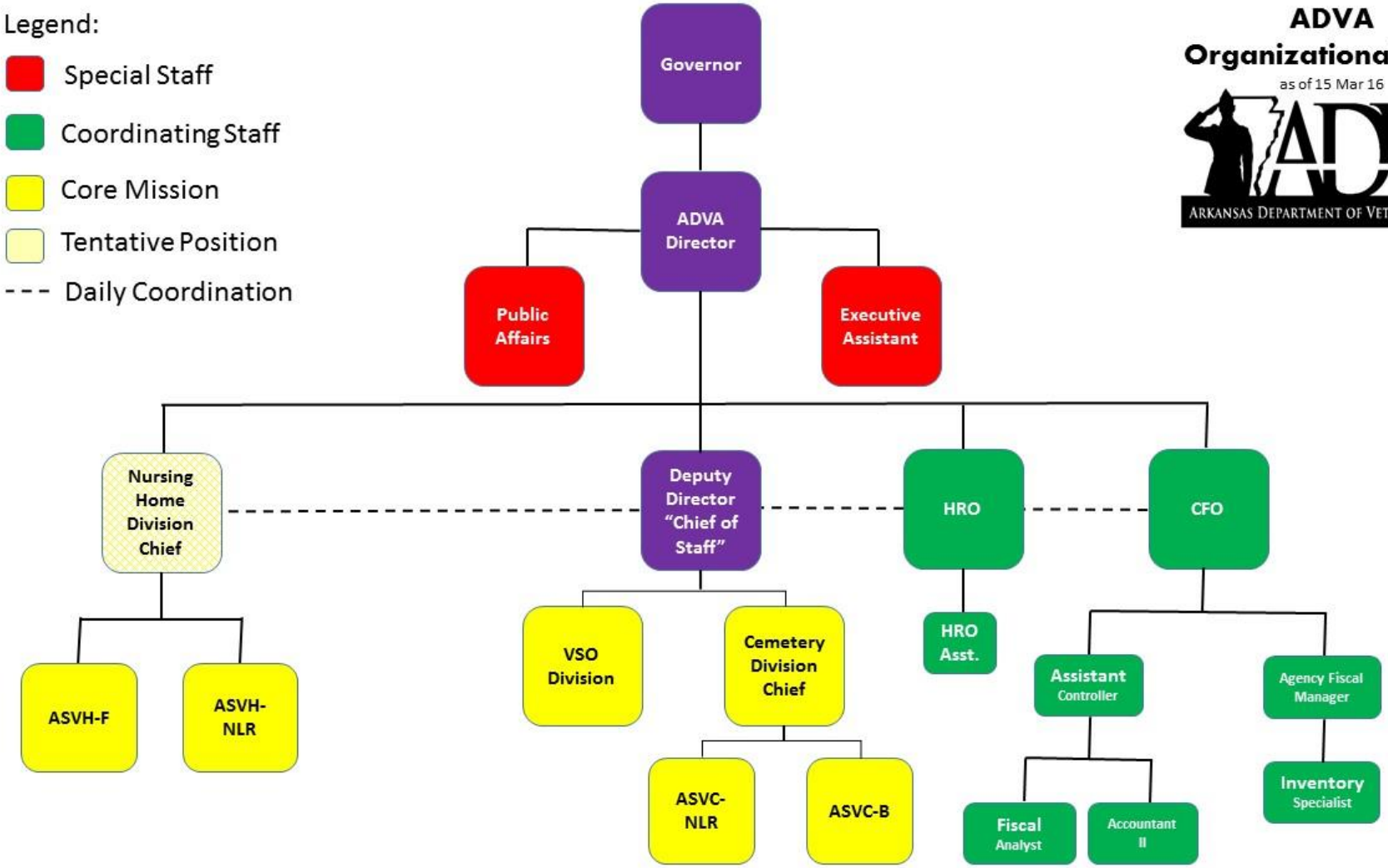
ADVA Organizational Chart

as of 15 Mar 16



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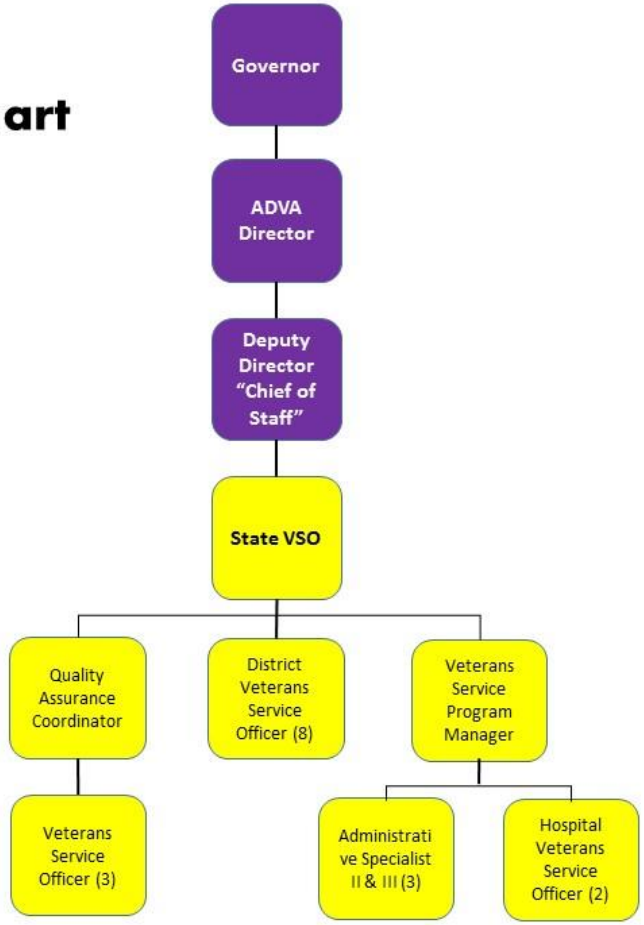
ADVA
Organizational Chart

Advocates
as of 15 Mar 16



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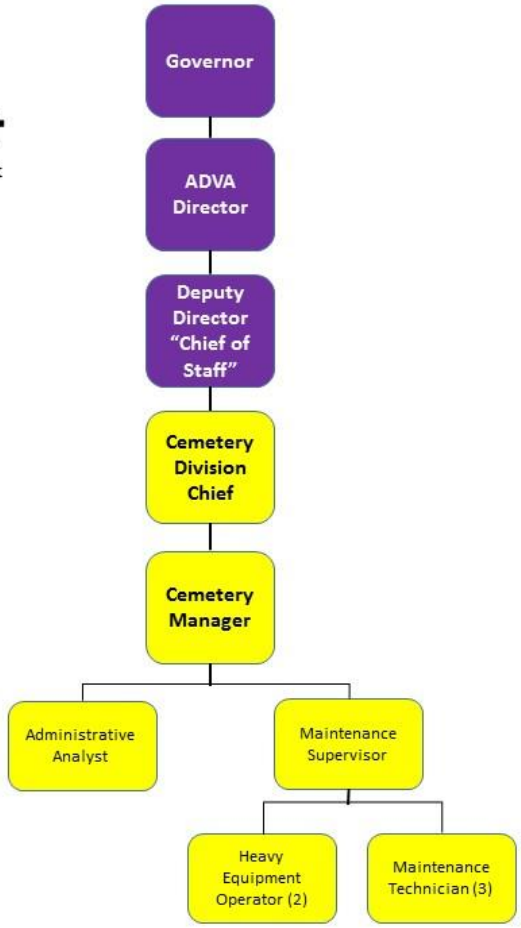
ADVA
Organizational Chart

Arkansas Veterans Cemetery at North Little Rock
as of 15 Mar 16



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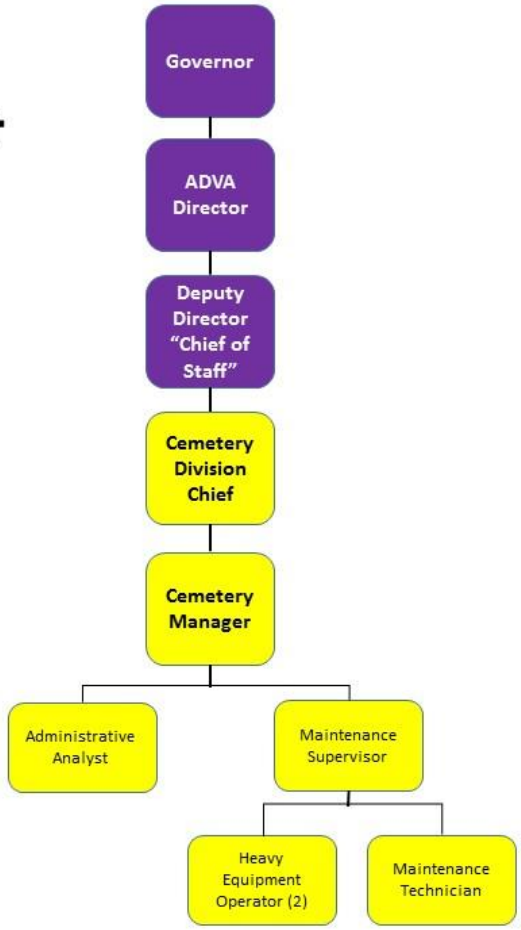
ADVA
Organizational Chart

Arkansas Veterans Cemetery at Birdeye

as of 15 Mar 16



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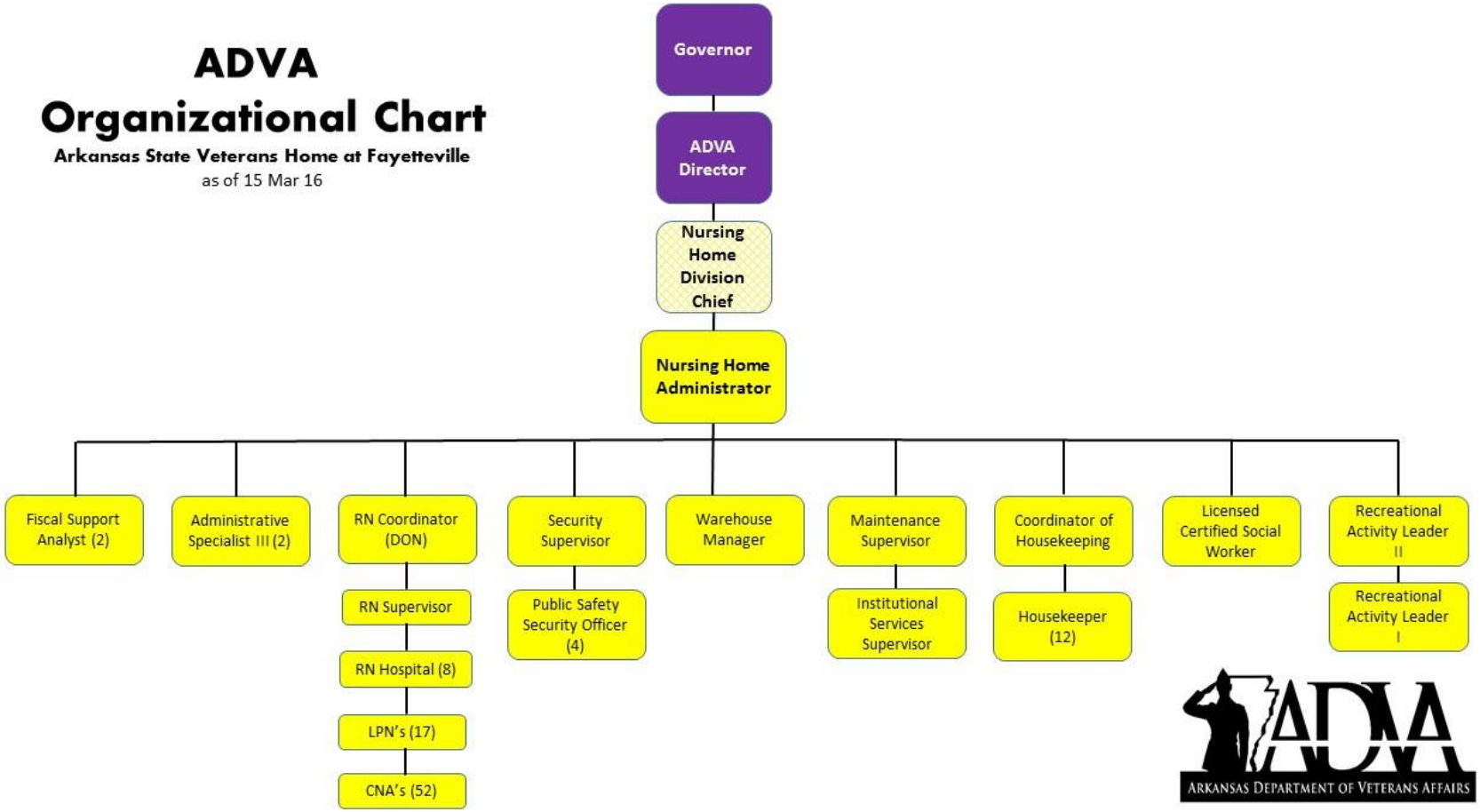
ADVA Organizational Chart

Arkansas State Veterans Home at Fayetteville
as of 15 Mar 16



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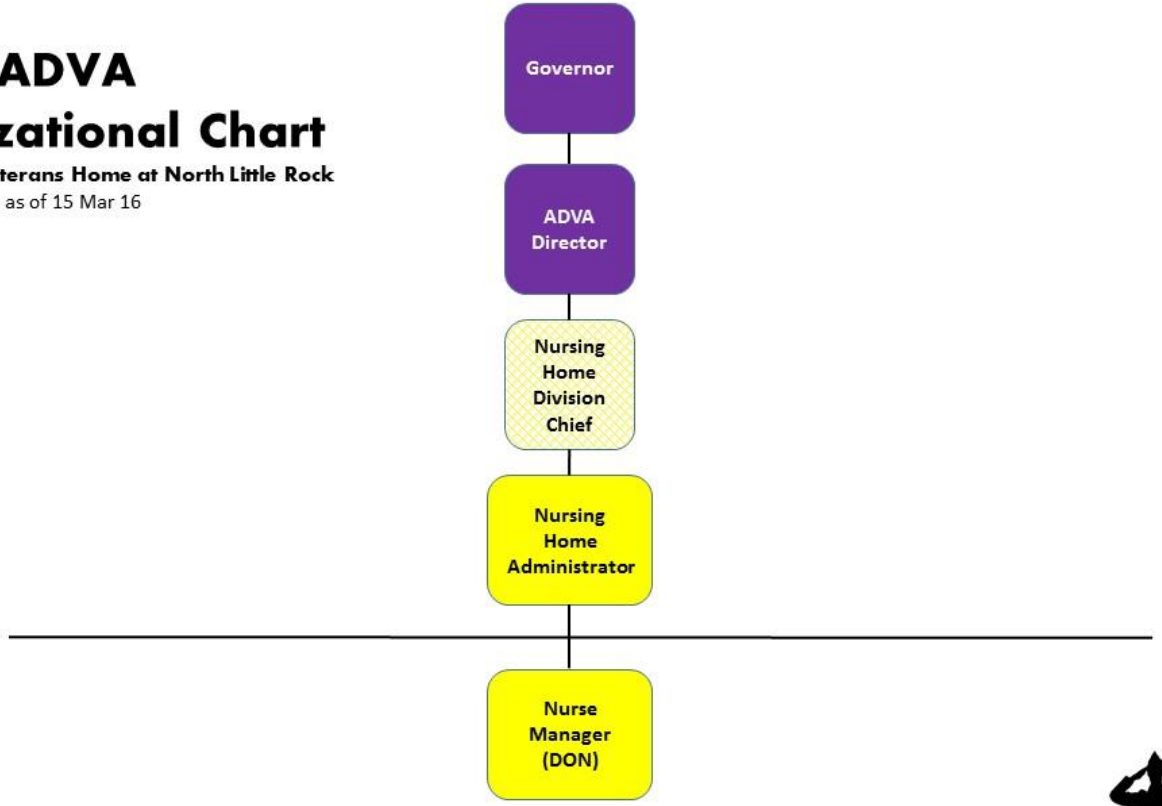
ADVA
Organizational Chart

Arkansas State Veterans Home at North Little Rock

as of 15 Mar 16



General Employment Information

Equal Employment Opportunity and Affirmative Action Statement

In keeping with the mission of the ADVA, the agency desires to employ individuals who are dependable, professional, of good character, and sincerely interested in serving the mission of the agency.

The ADVA is an equal opportunity employer, providing equal employment opportunities without regard to race, creed, color, sex, religion, national origin, age, disability, veteran status or other biases prohibited by State or Federal law. This policy and practice relate to all phases of employment including, but not limited to recruiting, hiring, placement, promotion, transfer, layoff, recall, termination, compensation, training, use of all facilities and participation in employee activities and programs. All members of ADVA management staff are familiar with this statement of policy, the philosophy behind it and their responsibility to apply these principles in good faith for meaningful progress in the utilization of minorities and women.

At-Will-Employer

The ADVA is an “at-will” employer. Nothing in this document or policies and procedures establishes, constitutes, or implies an employment contract, the guarantee of employment or benefits, or employment for any specific duration. Nothing contained in ADVA policies, handbooks, applications, or other documents, or the granting of any interview or the placement in a probationary status or any other administrative act, creates a contract between an individual and ADVA for either employment or the provision of benefits. The ADVA does not guarantee continued employment for any specific period of time and employment can be terminated with or without cause, and with or without notice, at any time, at the option of either the ADVA or the employee. Individuals hired will also be required to provide proof of eligibility to work in the United States pursuant to the Immigration Reform and Control Act of 1986.

Job Qualifications and Job Descriptions

As new employees; you have been hired to perform a specific set of duties that are associated with that specific job classification. All job classifications, qualifications, and the pay range associated with a position are established by the State of Arkansas

Department of Finance and Administration, Office of Personnel Management (OPM). OPM is responsible for managing the State Classification and Compensation System.

This includes classifying positions, evaluating jobs, developing classification standards and specifications, assigning pay grades to classifications, collecting salary data, developing and administering pay plan policies and procedures, developing and administering performance evaluation procedures and providing professional assistance and guidance related to personnel management. You can find more information on your job specifications at the ADVA web site located or you may contact the HRS.

ADVA fills all positions through a process of team interviews, individual ranking of the interviewee by the interview team and an assessment of the qualifications as prescribed in the job classifications. During your initial week of employment, your supervisor will have provided you with a job description listing specific responsibilities of the position. You are responsible for performing the duties and activities assigned to you.

Employee Orientation

New ADVA employees must attend the new employee orientation program. Usually Phase I-A will be conducted on the first day of employment. In this phase, information will be shared as necessary to begin your employment with ADVA. Activities such as completing tax forms, insurance documents, fingerprinting etc. during this time. You will be administered Phase I-B when you return to your local office, and upon completion, you will be scheduled for Phase II.

Initial Probationary Employment

You are placed in a “probationary” status for the first six months of employment as an ADVA employee. If you are being transferred within ADVA or promoted into a new position, a six month probation period is imposed.

The purpose of the probationary period is to determine your suitability for the position. A performance appraisal may be completed by the supervisor at various intervals within this six month period to determine if additional training is needed. Even if the probation period is satisfied, the employment at will doctrine still applies.

Employment Status For the purpose of Fair Labor Standards, employees of the ADVA fall into one of the categories below.

> **Exempt** - employees (usually supervisor or mangers) within ADVA that are paid a set salary.

Non-exempt –employees who work a 40 hour week and are paid overtime at the rate of time and one half the usual rate of pay for hours physically worked in excess of 40 in a week. The overtime earned is banked in lieu of pay.

Extra Help – temporary employees who work 1,000 hours or less in fiscal year. They are eligible for overtime like the non-exempt employee. The only benefit they receive is paid time off for holidays when the work schedule qualifies them.

If questions arise, contact your immediate supervisor.

Pay Procedures Pay is issued by the State of Arkansas twenty-six (26) times each year on a bi-weekly basis. Effective August 12, 2005, a condition of employment, a person hired or appointed to ADVA is required to accept payment of salary or wages by electronic warrants transfer (direct deposit) to the employee's financial bank account.

New hires must complete the Mandatory Direct Deposit Notification Form at the time of the job interview. The direct deposit requirement does not apply to a person who is in the employment of the state prior to August 12, 2005 and subsequently receive a promotion appointment, transfer, or other change in position within the same personnel system on or after August 12, 2005. All deposit authorizations are done at the time of the Phase I-A orientation. Changes to the authorizations can be done anytime by contacting your payroll processing clerk or contacting the Human Resources Section.

Salary Determination and Job Classification

The Uniform Classification and Compensation Act established a classification and pay system for state agencies. This code and subsequent amendments established classifications of work and assigned pay grades to each classification. It also established procedures and controls to assure compliance with the provisions of the code and its' amendments. The code also vested authority to monitor the application of these procedures in the Office of Personnel Management (OPM). The rate of pay to which a classified employee is entitled is established under current law. Employees entering State service for the first time will be paid at Entry Level of the grade assigned to the classification entered unless a special entry rate has been approved prior to the hire date. The ADVA complies with this and all laws.

General Work Regulations

Most regular salary full time employees are scheduled to work at least 5, 8 hour days (forty hour week) unless otherwise authorized by the Governor. Veterans Homes are open 24 hours a day, 7 days a week. Regardless where or when you work in ADVA,

you as an employee are expected to begin work on time. You are expected to promptly leave your work station at the end of your scheduled work day. If there is a need to work before your usual start time or beyond your usual stop time, your supervisor will give you ample notice.

Non-exempt employees are not authorized to work outside regular work schedules unless overtime is approved by the supervisor in advance. Employees who are “exempt by classification” are expected to work whatever hours necessary to accomplish their jobs when overtime is approved or directed. This may require working more than an eight hour day or more than forty hours in a work week.

Fair Labor Standards Act (FLSA)

The Fair Labor Standards Act (FLSA) is a Federal law that affects overtime pay; minimum wage and child labor laws. All employees of this ADVA must comply with FLSA. The FLSA does not cover vacation, holiday, severance or sick pay, premium pay for weekend or holiday work, double time, pay raises, or fringe benefits.

You will be informed of your FLSA status during the first day of orientation. Arkansas Code §19-41612, states , "Overtime. It is hereby declared to be the policy of the State of Arkansas that overtime pay for state employees is the least desirable method of compensation for overtime work." The Code further states that "all state departments, agencies, boards, commissions and institutions may pay overtime to its employees, under the rules and regulations set out by the Federal Fair Labor Standards Act." Also the provisions of the Fair Labor Standards Act (FLSA), as amended, were adopted and implemented as the basic wage and hour policy of the state. Further, it is policy of the State that any overtime work necessary to the continued effective operations of the State shall be managed in the most efficient and economic manner possible.

Compensatory time is defined as time physically worked in excess of forty (40) hours in the work week. Compensatory time may not be earned nor taken in less than fifteen (15) minute increments.

Except for certain categories of workers, e.g., fire fighters and law enforcement, etc., whose positions receive partial overtime exemptions, all employees performing qualifying nonexempt work within a work week will accrue compensatory time at the rate of one and one-half times the number of hours worked in excess of 40 hours.

Nonexempt employees are eligible for compensatory time in lieu of cash overtime payment. There are two categories of nonexempt employees:

- Those whose normal work period is a 40 hour work week, and;

- Those employees who, by virtue of their job activities, are considered:
    - Seasonal
    - Fire Protection, or
    - Law Enforcement

Those employees in Category B are not on a regularly scheduled 40 hour work week, but have pre-established periods from 7 to 28 days in length. If an agency pays its employees for overtime in the form of compensatory time off as opposed to cash payment, the following points must be noted:

- The employees in Category A cannot accrue more than 240 hours in compensatory time off.
- The employees in Category B cannot accrue more than 480 hours in compensatory time off.

If an employee in either category exceeds the maximum established, they must be compensated in cash payment at the rate of time and one-half for any hours in excess of the 240/480 limit.

Compensatory time must be earned before it can be used. The time used will be deducted from the employee's accrued compensatory time. All compensatory time of fifteen (15) minutes or more must be accounted for, whether earned or used.

When an employee uses earned compensatory time, he/she shall be paid at the base rate of pay of his/her current grade.

Compensatory time may be earned only with the prior approval of the Director, or his/her designee.

Employees shall request to use earned compensatory time by completing a request for leave form. ADVA can require the employee to use any and all accrued compensatory time.

Upon termination from employment, the employee is to receive cash payment for any overtime accrued which has not been used at a rate not less than:

- The average regular rate received by an employee during the last three (3) years of his/her employment; or
- The final regular rate of pay received by an employee, whichever is higher.

General Guidelines for Overtime

Employees may not work overtime unless authorized in advance to do so by their supervisor. Arriving early and staying late without permission is prohibited. Your supervisor will try to give you reasonable notice when the need for overtime work arises. Please remember, however, that advance notice may not always be possible.

ADVA employees receive leave on the books in lieu of cash payment. Overtime is only earned when the physical time worked extends beyond the usual scheduled work period. A combination of paid leave and hours worked cannot be used to earn overtime. The time must be physically worked.

Time Sheets

A bi-weekly time sheet must be kept for every non-exempt employee. It is state and federal law that accurate work records are kept of every hour the employee works and the earned leave time taken. Falsification of a time sheet is a breach of State government policy and is grounds for disciplinary action, up to and including termination. Your immediate supervisor and or time keeper will instruct you on how and when the time sheet is to be completed. Completing your time sheet and getting it turned in to your time keeper is your responsibility. Should you make an error on your time sheet, notify your supervisor immediately. If you neglect to turn in your time sheet, you will not get paid.

Job Postings

The ADVA is an equal opportunity employer. The recruiting activities that we perform include but are not limited job postings. Job postings are currently made on the state web site www.arstatejobs.com as well as appropriate newspapers, and publications. The minimum requirements for any job are posted and must be met without exception. Additional job postings are made on the agency intranet and /or email system. Job postings will usually result in one of the three following actions for ADVA employees:

Upon promotion, a change to a higher grade with significantly higher job duties, an employee's salary shall be calculated as follows:

- For a promotion to a position of a higher grade on the same pay plan, the employee’s maximum rate of pay shall be increased by 10%.
- For a promotion from a position on the career service pay plan to a position on the professional and executive pay plan, the employee’s rate of pay shall be increased by 12%.

An employee who is demoted for cause or voluntarily solicits a demotion of one or more grades on the career service pay plan or on the professional and executive pay plan,

the employee's pay rate shall be lowered by 10%.

Upon demotion from a position on the professional and executive pay plan to a position on the career services pay plan, an employee's pay rate shall be reduced by 12%.

A lateral transfer is a move from one classified position to another with the same grade, salary and title with no change in eligibility date. This action must be approved by the losing and gaining immediate supervisor and reviewing official.

Employee Self Service in AASIS

The Arkansas Administrative Statewide Information System (AASIS) is used throughout the State of Arkansas to process payroll and other related accounting type transactions. Through this system is how you as an employee receive your pay. Your pay is automatically deposited directly into an account which you have designated. There is not a "pay stub" as it has been called but you can access your remuneration statement through this system by going to http://www.arkansas.gov/ADVA/aasis/.
Your supervisor and or time keeper will assist you in contacting HRS to secure a required password.

EMPLOYEE REGULATIONS

Attendance and Absenteeism

- Employees of the ADVA are expected to regularly and consistently be at their work stations at the designated time their work begins, unless on approved leave.
- Employees must notify their supervisors, in advance, if they can't attend work as scheduled. If the supervisor cannot be reached, the employee should notify the next level supervisor.
- Employees must give the reasons for absences and indicate when they expect to return to work. If an employee does not know when he/she will return, he/she must notify the supervisor each day of their absence, at or before the normal starting time.
- Employees failing to make this notification are subject to disciplinary action up to and including termination.
- Employees who are on Sick Leave for five or more consecutive days must furnish a certificate of illness from an attending physician or a recognized Christian Science practitioner. This note must verify the employee's illness during the specific time away and indicate when the employee may return to work, if there are work restrictions and when the restrictions will be removed.

- Supervisors may ask for a doctor's certificate at anytime if it is suspected that an employee is abusing Sick Leave. Employees who do not report for work for three consecutive work days, without contacting his/her immediate supervisor will be terminated.

Work Schedules, Meal Period and Breaks

Work schedules, meal periods and breaks are scheduled to provide consistent and adequate coverage. It is required that you report to your assigned duty station and be ready for work when the work schedule begins. A fifteen minute break each morning and afternoon is a privilege and may be given or not given by the supervisor depending on work requirements each day. If awarded, they are usually 15 minutes in length and the break begins when you leave your duty station and ends when you return. Breaks are paid time away from your job so do not abuse them. Breaks may not be used to add to lunch periods or change work day starting and ending times. Meal periods are non paid times and begin when you leave your duty station and end when you return. Absenteeism and tardy rules apply to all the above.

Physical Fitness

Employees should maintain healthy lifestyles and be physically and mentally fit for duty. To encourage and facilitate employee involvement in fitness activities, a voluntary program is available allowing you 30 minutes daily, combining both morning and afternoon breaks, to participate in such activities that contribute to maintaining or achieving good physical health; upon supervisory approval. There are restrictions on the use of time, so you are expected to review the policy and its implementation with your supervisor prior to taking any time.

Sexual Harassment

ADVA provides an environment where employees can work together comfortably and productively, free from sexual and other forms of harassment. Sexual harassment is prohibited by state and federal law and will not be tolerated. Sexual harassment of fellow employees or offenders will result in disciplinary actions which may include termination. In addition to sexual harassment, ADVA has a zero tolerance policy toward any sexual misconduct in a residential facility. These policies can be located on the ADVA Website. The Sexual Harassment Grievance Officer is posted on a bulletin board in each work area.

Inclement Weather

In general, ADVA does not close its offices during bad weather. However, pursuant to a Governor's Policy Directive the following policy is in force to attempt to provide for the safety of employees, and eliminate confusion during bad weather:

If severe weather strikes in the early morning, employees should listen to radio or local television to hear whether the Governor's Office declares the day to be an "Inclement Weather Day." On days declared to be "inclement weather days," all employees who can get to work without undue personal risk should do so and be at their work stations no later than 9:30 a.m. Employees arriving by 9:30 a.m. will be given credit for a full day's attendance. Employees arriving after 9:30 a.m. will be charged the amount of the time they were late in arriving (counting from the regular starting time), and employees not coming to work at all will be charged a full day's absence.

When severe weather occurs during office hours, the Director has the discretion to allow employees to leave work early for safety reasons.

Drug-Free Workplace

The ADVA maintains a drug free workplace. Employees, interns, and volunteers are prohibited from the unlawful manufacture, purchase, distribution, dispensing, possession, and or of prohibited drugs and consuming or being under the influence of alcohol or drugs during the work day. Violators are subject to discipline up to and including termination. All ADVA employees are subject to random and reasonable suspicion testing. Details about the ADVA Drug-Free workplace can be found in the policy on the ADVA Website.

Tobacco Free Environment

It is ADVA policy to provide a tobacco-free environment for the health and safety of staff and veterans. Tobacco products are any smoking or smokeless tobacco product. Smoking designations are set up at each facility. Please see your immediate supervisor for approved smoking areas.

Nepotism

Relatives of employees may not work in the same line of supervision whereby one relative supervises the other or has authority to hire, transfer, suspend, lay-off, recall, promote discharge or assign the other. "Relative" means husband, wife, mother, father, stepmother, stepfather, mother-in-law, father-in law, brother, sister, stepbrother, stepsister, half-brother, half-sister, brother-in-law, sister-in-law, daughter, son, stepdaughter, stepson, daughter-in-law, son-in-law, uncle, aunt, first cousin, nephew, or niece. For further details please consult the ADVA Website under policies.

Other Employment

You may not work at outside jobs during the time you are scheduled to be working for ADVA. You may not have outside jobs which create a “conflict of interest” as defined by State law. Otherwise, you may have outside jobs. However, you may be dismissed because of poor work performance if the outside job conflicts with ADVA employment.

If secondary employment is desired, complete the Secondary Employment Agreement Form discuss it with your supervisor and obtain approval.

CONCURRENT EMPLOYMENT: Concurrent employment is when an ADVA employee simultaneously works for two or more state institutions. Also, under certain circumstances, an employee may be concurrently employed by the same institution/agency. The employee’s combined salary payments from the institution/agency is not to exceed the larger maximum annual salary of the line-item position authorized for either institution/agency from which the employee is being paid. Employees who perform services for their primary employer (one having control over the employee’s services) outside regularly scheduled hours of work may be paid additional compensation if such services constitute independent, additional duties over and above those of the employee’s primary position within the institution/agency. Additional compensation will be allowed only when the services rendered are clearly not a part of the employee’s regular (primary) job. Such additional services must meet the criteria as specified in Arkansas Code Annotated §§ 6-63-307 & 19-4-1604. All concurrent employment requests are subject to the approval of the Chief Fiscal Officer of the State prior to implementation.

Whistle Blower Protection Act

ADVA shall not take adverse action against an employee because the employee, or a person authorized to act on behalf of the employee, communicates in good faith the existence of waste of public funds, property, or manpower, including federal funds, property, or manpower, administered or controlled by a public employer or a violation or suspected violation of a law, rule, or regulation adopted under the law of this State or a political subdivision of the state to an appropriate authority.

The communication may be made at a time and in a manner which gives the public employer reasonable notice of need to correct the waste or violation. “Whistle-blower” means a person who witnesses or has evidence of a waste or violation while employed with a state agency or institution of higher education and who communicates, in good faith, or testifies to, the waste or violation, verbally or in writing, to one of the employee's superiors, to an agent of the public employer or to an appropriate authority, provided that the communication is made prior to any adverse action by the employer. For further information, refer to the Whistle Blower Protection policy on the ADVA Website.

Vehicle Safety Program

The purpose of this program is to reduce State insurance costs and loss of employee work time due to accidents.

- If you are authorized to operate an agency or private vehicle to conduct ADVA business, you must maintain a valid driver's license in accordance with the requirements of applicable Arkansas State laws. You must complete and sign the Authorization to Operate State Vehicles and Private Vehicles on State Business, VSP-1, to periodically obtain "Traffic Violations Reports". You must also provide a photocopy of your drivers' licenses.
- If you operate or you ride as a passenger in a State vehicle equipped with seatbelts, you are required to wear them, also when driving a personal vehicle on State business and receiving mileage reimbursement.
- You must maintain the required liability insurance on the personal vehicle you use to conduct ADVA business.
- You must report, in writing, all Accidents or traffic violations occurring in a State vehicle within 24 hours or by the next business day and if driving a personal vehicle on State business within 7 days of occurrence. See the Vehicle Safety Policy.
- If you have had an at-fault accident you must attend a Defensive Driving Class within 60 days following the accident.

The ADVA will use the traffic violation point system to identify high risk drivers. Depending on the number and severity of your traffic violations or accidents, you may lose the right to operate a State vehicle. Your employment may be terminated if driving is an essential function of your job, and your driving record reflects poor performance.

Legal Assistance and Professional Liability

The Arkansas Attorney General's Office will represent you if you are sued in your "official capacity". An "official capacity" claim against you is a claim against the office or position you hold or held at the time of the event in question. The claim would be considered as a claim against the State of Arkansas, and therefore cannot result in any personal judgment against you that would be satisfied by any of your personal assets. Neither the ADVA nor the State of Arkansas will provide legal assistance in personal matters or matters that do not pertain to your job duties during your work hours.

ADVA employees must comply with and follow the procedures in the administrative directive on Legal Documents or they may be held personally liable. If you are involved in a job-related legal matter, you are required to fully cooperate with the ADVA legal counsel and others as required.

Employee Performance and Job Development

Personnel File

The Human Resource Section (HRS) maintains an official personnel file on each employee. You may review your personnel files by contacting the HRS to make an

appointment.

To make sure your personnel file is up-to-date, notify your supervisor or the HRS of any changes in your name, telephone number, home address, marital status, number of dependents, individuals to notify in case of emergency and so forth.

Employee Performance File

A file of work performance will be maintained by your immediate supervisor including such information concerning decisions about such things as Performance Appraisal ratings and recommendations for pay increases, promotions, enrollment in special training courses, or disciplinary actions. It is very important that you maintain a performance file as well so when it is time to complete the employee input part of the performance evaluation process, you will have the information documented in your file as well. Completed and approved performance appraisal documents are maintained in the HRS.

Performance Evaluation

The ADVA administers an employee performance evaluation system which encourages communication between raters and employees and measures performance. The employee performance evaluation system will operate within legal parameters and guidelines in the ADVA Administrative Directive on Performance Evaluation (PE).

Review this policy which is located at www.veterans.arkansas.gov. If there are questions, please consult your immediate supervisor or HRS.

Merit Increase Pay System

The merit increase system is a performance-based pay system which incorporates pay and performance evaluation standards and establishes criteria for salary adjustments for employees who meet requisite performance categories. Merit payments may be awarded to employees who satisfy performance-based criteria.

To qualify for a merit pay increase, an employee must meet ALL of the following criteria:

- The employee has not laterally transferred, been promoted, involuntary or voluntarily demoted within the last six months; AND has been in continuous employment with the state in either a classified or unclassified regular full-

time position for 12 months since October 1, 2006 (this employee has an increase eligibility date of October 1 throughout the remainder of their continuous state employment); OR the employee is a rehire or employee who has not accumulated twelve months of continuous state employment by October 1, 2007 (this employee's latest hire date in state employment will be their merit increase eligibility date for each year of continuous state employment); OR the employee is on extended leave (such as military or extended military, and catastrophic leave or leave with pay) and has accumulated at least six months of actual work experience (after the merit pay cycle in which the employee was on extended leave is completed, this employee's merit increase eligibility date reverts to October 1 or the latest hire, date whichever is appropriate): AND

- The employee met the annual training requirements; AND
- The employee has not been disciplined for a violation of the Code of Ethics and Rules of Conduct; AND
- The employee has a PE score equivalent of "satisfactory" or above; and, if applicable.
- The employee is a supervisor and has completed all required PE reviews and submitted them on the employees he/she supervises to Human Resources in a timely manner.

Employees who receive an overall "satisfactory" rating shall be eligible for up to 1.5% merit.

Employees who receive an overall "above average" rating shall be eligible for up to 3.0% merit.

Employees who receive an overall "exceed standards" rating shall be eligible for up to 4.5% merit.

Your immediate supervisor will cover this and other related issues with you.

Employees who transfer laterally, are promoted, or are demoted, either voluntarily or involuntarily, within an agency or to another agency or institution will be eligible to receive an annual merit increase on their merit increase date if 1) they have completed six months of service in their new position and 2) all of the conditions as outlined in the above paragraph are met.

Service Awards

The following awards are offered by the state of Arkansas and ADVA:

State Awards

Governor's Service Recognition Certificates of recognition for fulltime employees for service of 10, 20, and 30 years.

Career Service Recognition Bonuses are awarded to state employees on their eligibility date for continuous service in full-time positions as follows:

- 10 through 14 years of service $600
- 15 through 19 years of service $700
- 20 through 24 years of service $800
- 25 or more years of service $900

Training Opportunities

Employees should be given opportunities to improve and expand their skills once they have mastered the basic job duties, to help prepare them for advancement or promotion. Employees will be encouraged and sometimes required to participate in training.

On-the-Job-Training

You may work under the supervision of a trained employee without leaving the work site or disrupting work schedules to acquire a standard level of competency on a newly assigned job.

Cross Training

Certain employees may be given the opportunity, or in some cases, required to learn a new skill outside their current responsibilities. ADVA encourages this type of opportunity so that employees may become more "promotable" or be prepared to temporarily step into a new position in the event of an emergency. Cross training is generally handled at the work location under the supervision of a well-trained employee.

Grievance and Complaint Procedures

Every employee of the Department is entitled to fair, reasonable and non-discriminatory treatment in all aspects of employment. An eligible employee who believes he/she is a victim of unfair or discriminatory treatment may seek relief through the grievance or

complaint procedures. Employees who use these procedures may do so without restraint, interference, coercion, discrimination or fear of future reprisal, however, employees must have reasonable evidence which can be substantiated to avoid false or malicious claims.

For a complete explanation of ADVA's grievance procedure see the Administrative Regulation titled "Employee Grievance Procedure" and the Administrative Directive titled "Employee Grievance and Mediation Procedure" found on the ADVA Website.

Disciplinary Procedures

If an employee breaks a rule or is not performing satisfactory work, "progressive discipline" may be used to correct the problem. This means each time a particular rule is broken by an employee, the penalty may become more severe. Although the progressive discipline process is the most commonly used process at ADVA, it is not the sole process used. Some actions may be so severe that progressive discipline would be inappropriate. Therefore, supervisors must assess the situation and act appropriately given the circumstances of the employee violation(s). Details of the disciplinary policy are located on the ADVA Website.

Employee Benefits

The State of Arkansas and the Department of Veterans Affairs has assembled some very good benefits for you and your family. If you have questions, please consult your immediate supervisor or HRS.

Legal Holidays

You are granted time off to observe the following regularly scheduled legal holidays:

New Year's Day	January 1
Dr. Martin Luther King Jr's & Robert E. Lee's Birthday	Third Monday in January
Presidents Day & Daisy Gaston Bates Day	Third Monday in February
Memorial Day	Last Monday in May
Independence Day	July 4
Labor Day	First Monday in September
Veteran's Day	November 11
Thanksgiving Day	Fourth Thursday in November
Christmas Eve	December 24
Christmas Day	December 25

Employee's Birthday	Employee is given one day to celebrate his/her birthday.

If you are required to work on a holiday, you are eligible to earn up to eight hours of

Holiday Time.

To be eligible for Holiday time, you must be in "pay status" the last work day before the holiday, and at least one hour on the first work day after the holiday. You are considered to be in "pay status" if you are not on Leave Without Pay.

If a holiday falls while you are on compensatory time, annual or sick leave, that day is charged as a Holiday and is not charged against annual, sick or compensatory leave. If a holiday falls on your regularly scheduled day off, you will be credited Holiday time. If a holiday falls while you are on Worker' Compensation, that day is charged as a holiday and will not be charged against annual or sick leave as long as you are in "pay status."

State offices located in Pulaski County will remain open when a legal holiday occurs during a general or special session of the legislature, with the exception of Martin Luther King, Jr. Day. These offices will maintain the minimum number of employees required to conduct State business. However, these offices may be permitted to close by Resolution of the General Assembly. You must work on holidays when the needs of the Department require it. Holidays that are worked must be scheduled off by the supervisor as soon as possible.

Annual Leave

Full time employees accrue leave at the rates shown in the timetable listed below. Employees who work less than full time but more than 1000 hours per year accrue annual leave in the same proportion as time worked. For example, employees who work half time would receive half of the annual leave accrual shown on the timetable.

Years of Employment	Monthly	Annually	Qualifier
Through 3 years	1 Day	12 Days	At time of hire and for 3 full years
4 through 5 years	1 Day 2 Hours	15 Days	Completed 3 full years and starting in the 4th year
6 through 12 years	1 Day 4 Hours	18 Days	Completed 5 full years and starting in the 6th year
13 through 20 years	1 Day 6 Hours	21 Days	Completed 12 full years and starting in the 13th year
Over 20 years	1 Day 7 Hours	22.5 Days	Completed 20 full years and starting in the 21st year

Accrual rates will change on the first day of the month following eligibility for the next higher accrual rate.

Annual leave is cumulative and the balance must be 240 hours or less on December 31st of each year. Accrued leave may exceed 240 hours during the calendar year, but hours exceeding the 240 will be forfeited if not used by December 31st of each year.

You may not earn annual leave when on leave without pay for 10 or more cumulative days within a calendar month.

You may request to use accrued annual leave at any time. Your supervisor may grant the leave request at such time that least interferes with the efficient operation of the agency.

Annual leave is granted on the basis of work days, not calendar days. Non-work days, such as holidays and weekends, are not charged as annual leave.

Annual leave accrued during a calendar month is not actually earned until the last working day of the month. Leave must be earned before it can be used; therefore, it may not be used from anticipated future accruals and you may not use annual leave accrued by other employees.

You must use all compensatory time and holidays on the books before you may the use annual leave, unless you are in use or lose annual leave situation at the end of the calendar year.

Educational Leave Benefit

All full-time state employees are entitled to eight (8) hours of leave during any one calendar year for the purpose of attending or assisting with the educational activities of a child. Details of the educational leave policy are located on the ADVA Website.

Sick Leave

If you work a minimum of 1,000 hours per year in a regular salary position you will accrue sick leave. If you work less than full time but more than 1,000 hours per year, you will accrue sick leave in the same proportion as time worked.

You accrue sick leave at the rate of 1 day for each completed month of service; however, you may not have over 960 hours of accumulated time on December 31st of

each year. Accrued sick leave may exceed 960 hours during the calendar year, but those days in excess of 960 hours will be forfeited if not used by December 31st of each year.

Sick leave accrued during a calendar month is not earned until the last working day of the month. Leave must be earned before it can be used. Sick leave is granted on the basis of work days, not calendar days. Non-work days, such as holidays and weekends, are not charged as sick leave. The use of sick leave is contingent upon the occurrence of one of the events listed below. If the event never occurs, you are not entitled to the sick leave.

Sick leave may be used for the following purposes only:

- You are unable to work because of sickness or injury; or for medical, dental or optical treatment.
- Death or serious illness of a member of your immediate family (father, mother, sister, brother, spouse, child, grandparents, grandchild, in-laws or any individual acting as your parent or guardian.)

The minimum sick leave amount an employee can use is 15 minutes. No smaller amount may be authorized or used.

If you are on sick leave for 5 or more consecutive days, you must furnish a certificate of illness from an attending physician. Your supervisor may require you to furnish a certificate from an attending physician for any use of sick leave. A certificate from a Christian Science practitioner listed in the Christian Science Journal may be submitted in lieu of a physician's certificate.

Requests to use sick leave for medical, dental or optical examinations, hospital stays, funerals, etc. should be made in advance.

If you fail to make proper notification for use of sick leave as provided herein, such absences will be charged to your annual leave or leave without pay. You must complete a leave form when requesting sick leave in advance or within 2 working days after returning to work after non-scheduled use of sick leave.

Military Leave

If you are regular, full-time ADVA employee and a member of the National Guard or any of the reserve branches of the US Armed Forces, you will be granted military leave of 15 working days per calendar year, plus necessary travel time for annual training purposes. Up to 15 unused military leave days may be carried over to the succeeding year for a maximum of 30 military leave days for military training for that calendar year.

Military leave for annual training or other official training duties will be granted without loss of pay and in addition to annual leave.

Active Duty for Military Service: If you are a regular, full-time employee who is drafted or called to active duty in the Armed Forces of the United States or volunteers for military service, you will be placed on extended military leave without pay; all unused sick leave at the time of military leave will be reinstated at the time you return. At the time your return to ADVA, your annual leave balance will be reinstated, unless you requested and received a lump-sum payment for the annual leave balance when placed on extended military leave.

Active Duty for the Purpose of Specialized Training: In cases where you volunteer or are ordered to active duty for the purpose of special training, you will be placed on leave without pay for the period of training unless you elect to use your accrued annual leave. This leave without pay is given in addition to the paid leave for annual military training. You will retain eligibility rights including accumulated annual leave (unless the above option has been exercised) and any sick leave not used at the time you begin the training. You do not accumulate annual or sick leave during the leave without pay period, and the annual leave accrual rate will be calculated as though there had been no period of absence.

If you perform active military service for fewer than 31 days, you must report for reemployment on the first regularly scheduled workday within 8 hours after discharge from military service. If you serve more than 30 but less than 181 days, you must report within 14 days after discharge. If you serve more than 180 days, you must report for reemployment within 90 days after discharge from military service.

You must attach a copy of your military orders to each request for military leave.

Maternity Leave

Maternity leave is to be treated as any other leave for sickness or disability. However, you may elect to take leave of absence without pay without exhausting accumulated annual and sick leave. Before taking maternity leave, you should talk with the physician and submit a doctor's statement to your supervisor indicating when maternity leave will begin and end. The most common request for time off is 1-2 weeks before childbirth and for six weeks after.

While on maternity leave, you will continue to earn annual and sick leave unless you are on leave without pay. You have the option of choosing to take leave without pay instead of using earned annual or sick leave. Consult the Family Medical Leave Act for requirements which may impact maternity leave.

Court and Jury Leave

If you serve as a juror or you are subpoenaed as a witness to give a deposition in a court or hearing, not involving personal litigation or service as a paid witness outside the scope of state employment, you are entitled to receive normal and full compensation in addition to any fees paid for such services. If you provide reasonable notice to your supervisor of the required proceedings, you will not be subject to discharge from employment, loss of annual or sick leave days or accrual rates, or any other form of penalty. You must submit a copy of the subpoena, summons, or statement from the court with the time sheets when taking Court or Jury Leave. If you are called to Jury Duty, you may keep any fees paid for such services. However, if you are called for service and released, you must notify you supervisor immediately and return to work to complete the rest of the work day.

Family Medical Leave Act (FMLA)

FLMA allows eligible employees to take up to 12 weeks (84 calendar days) of unpaid, job-protected leave per calendar year for any of the following reasons:

- Birth and care of a newborn child;
- Adoption or foster care of a child;
- Care of employee's spouse, child, or parent with a serious health condition; and
- Employee's own serious health condition.

To be eligible for FMLA, you must have been employed by the State for at least one year. To apply, submit the normal "Request for Leave" form, check the appropriate block at the bottom of the form, include the "Request for Family and Medical Leave Form" and a completed "Certification of Physician or Practitioner Form."

FMLA leave is leave without pay. However, ADVA requires you to use annual, sick leave, holiday, or compensatory time balances before FMLA.

FMLA may be taken intermittently or on a reduced leave (part-time) schedule so long as it does not result in a reduction in the total amount of leave to which the employee is entitled.

- FMLA will be counted against your annual FMLA leave entitlement;
- You are required to furnish medical certification of any serious health condition. Failure to do so may result in the FMLA request being denied.
- If you are in a LWOP status, you are required to make premium payments to maintain your health benefits you may contact the insurance specialist in HRS to make arrangements for such payments. Failure to make such payments on a timely basis may result in insurance coverage being

canceled.

- You may be required to furnish fitness-for-duty certificate to be restored to employment.
- You are restored to the same or an equivalent position upon return from leave.
- The ADVA may recover its share of health insurance premiums paid during the unpaid FMLA if you fail to return to work after taking FMLA leave.

For FMLA forms, contact your timekeeper or HRS.

Leave Without Pay (LWOP)

LWOP may not be used unless an employee needs emergency time off and has no annual, sick leave, holiday or compensatory leave. LWOP may be imposed as a disciplinary measure. See the ADVA policy manual located on the website for additional information.

You may apply to take LWOP by submitting a request form to your immediate supervisor who will present it to the ADVA Director for approval. Time off on leave without pay is up to six months.

If you use 10 or more days of LWOP in any month, you will not earn annual and sick leave for that month. If you are on LWOP when a legal holiday is observed you will not receive pay for the holiday. LWOP status may interrupt participation in the State's group health insurance. There are a few exceptions to this rule if you are on Military, Worker's Compensation or Family Medical Leave.

This rule does not prevent you from paying the premium cost of your group insurance. During LWOP, you must pay the total cost for ADVA group insurance, which includes your premium and ADVA's cost. You should contact the HRS insurance benefits specialist in advance to continue insurance coverage while in a LWOP status.

Catastrophic Leave Bank Program

You may voluntarily donate earned holiday, annual and sick leave to the Catastrophic Leave Bank for use by eligible employees as long as the donation will not reduce annual and/or sick leave combined to less than 80 hours except in the case of death, retirement or termination. This program provides full time employees with paid leave when they are faced with a catastrophic illness and who otherwise have to be placed on LWOP.

A catastrophic illness is a medical condition of an employee or of the spouse or parent of the employee or of a child of the employee which may be claimed as a

dependent under the Arkansas Income Tax Act of 1929, as certified by a physician that requires an employee's absence from duty for a prolonged period of time and which, except for the catastrophic leave program, would result in a substantial loss of income to the employee because of the exhaustion of all earned sick and annual leave.

To request Catastrophic Leave, you must have been employed by the State for at least 2 years, and at the onset of the catastrophic illness or injury, have to their credit at least 80 hours of combined sick and annual leave and have exhausted all leave, holidays and compensatory time. To be considered for catastrophic leave you must complete an application, with attachments, and forward it to the HRS Administrator in an envelope marked "Confidential". Forms may be secured from your time keeper.

A committee of OPM employees reviews the applications for catastrophic leave and makes a recommendation to the Director based on the information submitted. HRS will notify the applicant of approval of disapproval of their request.

To donate leave time, the employee must secure the necessary forms from their timekeeper, complete the forms and return it to the timekeeper before the adjustment can be made. ADVA employees fund this entire program. Therefore, the catastrophic leave committee must be good stewards of those donations and make awards of catastrophic leave in a most frugal manner.

Workers' Compensation

The purpose of Worker's Compensation is to provide payment of your medical expenses and partial salary continuation in the event of a work-related accident or illness. The amount and length of these payments depend upon the nature of your injury or illness. In general, however, all medical expenses connected with the injury are paid in full and you receive partial salary payments.

If you are injured on the job, you must immediately report the injury to your supervisor. Failure to make this report may jeopardize your right to Workers' Compensation. Your immediate supervisor will give you the name of the managed care provider in your area. If you select a doctor outside the network, Workers' Compensation will not cover the cost of the treatment. You must also give your supervisor a doctor's statement indicating the extent of your injury and any required change in your work status.

If you are going to be absent from work for an extended period, you may use your earned sick or annual leave, compensatory time or holidays to supplement your income so you can receive your usual and customary rate of pay. Under no circumstances will workers compensation and the employee's regular salary

exceed the employee's regular salary.

AMERICANS WITH DISABILITIES ACT COMPLIANCE

The Arkansas Department of Veterans Affairs (ADVA) is committed to providing reasonable accommodations to the known physical or mental limitations of qualified applicants or employees with disabilities unless it can be shown that the accommodations would impose an undue hardship on the Department.

Specifically, the Department provides reasonable accommodations to ensure equal opportunity in the application process, to enable a qualified individual with a disability to perform the essential functions of a job, and to enable an employee with a disability to enjoy equal benefits and privileges of employment.

It should be understood that the Department cannot make an accommodation when it is unaware of the need. It is primarily the responsibility of the applicant or employee with a disability to inform the Department that an accommodation is needed to participate in the application process, to perform essential job functions, or to receive equal benefits and privileges of employment.

If you feel you need a reasonable accommodation, please submit a written request to your supervisor. Together the supervisor and the ADA Coordinator will review the request to determine the most appropriate action. Our goal is to provide reasonable accommodations that reduce barriers to employment related to an applicant's or employee's disability.

Deferred Compensation

Deferred Compensation is a tax deferred investment program for ADVA employees. You are permitted, on a voluntary basis, to authorize a portion of your salary to be withheld and invested. Deferred Compensation payments are payroll deductible.

Neither the amount withheld nor earnings on the investments are subject to current State and federal income taxes until they are withdrawn, usually at retirement. Benefits can also be withdrawn if you terminate employment or file a "hardship" request. Each year you may defer up to 25% of your state salary with a maximum annual deferral of $20,000 and a minimum bi-weekly deferral of $10.00.

Employee Assistance Program (EAP)

Your EAP is designed to provide short-term counseling services, work-life support, legal and financial guidance to help you and your family handle concerns constructively before they become major issues. Areas of assistance include:

- Confidential, free counseling
- Legal assistance and support
- Financial Information and Resources
- Personalized work-life solutions for childcare, eldercare, moving and more!

You are encouraged to use the EAP to resolve personal or family problems. Supervisors may refer you to the EAP for problems, critical incident debriefing and stressful situations that may be adversely affecting your job performance.

You may participate in the EAP by contacting the ADVA HRS. EAP staff is available for emergencies 24 hours a day, 7 days per week. Appointments for non-emergency situations are made during regular business hours which include some evening hours.

The EAP provides clinical assessment and short term problem resolution for up to eight sessions at no cost to the member. Treatment by psychiatrists and facility-based care are specifically not included in the EAP, and EAP counselors do not provide ongoing therapy for patients needing longer term care. Serious and/or chronic mental illness or substance abuse problems will require immediate referral to a mental health provider under terms of the behavioral health benefit and involve co-payment and coinsurance.

Retirement

The Arkansas Public Employees Retirement System (APERS) is a both non-contributory plan and contributory. If you were hired before July 1, 2005, you are under the non-contributory plan there is no contribution made by the employee and ADVA pays the entire amount. If you were hired after July 1, 2005, you are under the contributory plan where you contribute 5% of your annual salary and ADVA contributes the rest of the premium.

Under the state retirement plan, you can voluntarily retire with full benefits, at either age 65 with 5 years of service or at any age after 28 years of credited service. The minimum pension, by State law, is $150 per month. To find out what your pension would be upon retirement, contact APERS.

Credit Union

The Credit Union is a non-profit corporation that serves only its members and is

owned and operated by them. Members who save at the credit union provide the money for those who need to borrow. The interest paid on loans is used to pay dividends on the savings. The members elect a board of directors to manage the organization and a credit committee to approve loans. Participation is optional and contributions, as well as loan payments, are payroll deductible. You (even if retired from the state) and your family members are eligible to become members.

Arkansas State Employees Association (ASEA)

The ASEA, an independent, non-profit organization, focuses on improving working conditions for State employees.

ASEA lobbies the General Assembly on behalf of State employees, publishes and distributes "ALERT" a weekly memorandum of what is happening on employee-related matters. They also publish other informational newsletters.

ASEA offers its members a benefit package called SEBCO (State Employee's Benefit Corporation) which includes a vanpool program, credit union, and various insurance coverage, such as dental, home, automobile, life, burial, vision, cancer, accidental death, etc.. These program costs are optional and payroll deductible.

Participation is optional and dues are payroll deductible.

State Employee Suggestion System

The purpose of the Employee Suggestion System is to reward employees who find faster and less expensive ways to do the State's business without a loss in quality. This program opens a channel of communication between the employee and management that allows these suggestions to be heard. To submit a suggestion or acquire more information contact either the ADVA HRS or

Office of Personnel Management
ADVA Building, Room 201,7th & Martin Luther King Jr.
PO Box 3278
Little Rock, AR 72203

Suggestions must be on the official suggestion form and should be very detailed and specific. Attach any number of graphs, charts, diagrams, worksheets or supportive papers as needed. Eligible suggestions will be forwarded to a subject matter expert for evaluation.

The evaluation period is 30 calendar days. Payment of award, if any is due, will be at the end of the test period or after the suggestion has been in effect for one year,

whichever is less. If an award is given, it will be $100 or 10% of the amount of the savings, up to a maximum of $5,000.

Chemical Right-to-Know

You have a right to training and information concerning hazardous chemicals, if any, are expected to use on the job. This enables you to minimize your exposure to such chemicals and protect your health, safety and welfare. Contact your supervisor or the ADVA Purchasing Department for information regarding chemicals used.

Health Insurance

There are various types of health insurance options. Due to the vast range of coverage by each plan, your questions should be directed to the benefit/insurance specialist in the HRS.

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AFFIRMATIVE ACTION COMMITMENT

Affirmative Action involves positive efforts to ensure fair and equitable treatment of all individuals, remedy any past discrimination, and remedy any under-utilization of "protected" classes.

Within the guidelines of the Plan, it is the duty of each administrator, manager, and supervisor to make decisions in an affirmative manner with regard to personnel actions, benefits, and conditions of employment.

AFFIRMATIVE ACTION PLAN

OBJECTIVE: **Ensure that all employees are made aware of the Department's EEO policy and their rights under the law.**

ACTION	RESPONSIBILITY	TARGET DATE	EVALUATION METHOD
EEO posters will be prominently displayed in all offices	ADVA Human Resources Manager/HR Specialist	Continuous	Periodic visits by the ADVA HR Manager on visual inspection of compliance. Lack of posters to be reported to administrators with continued violation reported to the ADVA Assistant Director
A copy of the department's policy statement will be circulated to all current employees	ADVA Human Resources Manager/HR Specialist	Continuous	ADVA HR Manager ensures that the policy is distributed
All new employees will be given a copy of the policy statement to read	ADVA Human Resources Manager/HR Specialist	Continuous	New employee orientation program
Publish EEO Policy and AAP	ADVA Human Resources Manager/HR Specialist	Continuous	Monitoring and evaluation by the ADVA HR Manager

OBJECTIVE: **Every effort will be made to ensure that all supervisory personnel are trained in their EEO responsibilities.**

ACTION	RESPONSIBILITY	TARGET DATE	EVALUATION METHOD
All administrators, managers, and supervisors will be required to attend OPM provided EEO training programs	Administrators, Managers, Supervisors, and ADVA HR Manager	Continuous	ADVA HR Manager /HR Specialist will verify that all supervisory personnel have attended training

OBJECTIVE: **Ensure that applicant referral sources will be aware of the Department's AAP Commitment and EEO policy.**

ACTION	RESPONSIBILITY	TARGET DATE	EVALUATION METHOD
Information is distributed through various media to local affiliates of nationally known minority and women's organizations of the existence and location of the EEO policy and AAP	ADVA Human Resources Manager	Continuous	Information distributed on an on-going basis

OBJECTIVE: **To achieve levels of employment in the administrative support / nonprofessional grade ranges and professional / managerial grade ranges to reflect availability of qualified protected class applicants.**

ACTION	RESPONSIBILITY	TARGET DATE	EVALUATION METHOD
Gather and study the current employee data to identify utilization	Office of Personnel (OPM)Management and ADVA Human Resources Manager	Annually	ADVA HR Manager gathers pertinent data and reports finding for necessary action to ADVA Director and OPM
Establish selection priorities based upon projected	ADVA Human Resources Manager	Annually	ADVA HR Manager gathers pertinent data and reports findings for

turnover and assessment of availability of qualified minority and female job applicant			necessary action to ADVA Director
Compare established selection priorities to actual hiring practices on an annual basis	ADVA Human Resources Manager	Annually	ADVA HR Manager gathers pertinent data and reports findings for necessary action to ADVA Director
Circulate vacancy list to all ADVA Offices, posting in a central location	ADVA Human Resources Manager/HR Specialist	Continuous	Vacancies are provided to various media
Evaluate job specifications for any possibility of adverse selection factors	OPM Management and ADVA Human Resources Manager	Continuous	OPM and ADVA HR Manager coordinate process and maintain records of the process

OBJECTIVE: Develop an objective selection method to assist management with selection decisions.

ACTION	RESPONSIBILITY	TARGET DATE	EVALUATION METHOD
Review agency hiring procedures and correct where necessary	Department Director, Administrators, ADVA Human Resources Manager, OPM	Continuous	Report to ADVA Director when discrepancies are noted

Develop training on proper interview and selection techniques for interviewers and supervisors	ADVA Human Resources Manager/HR Specialist	Continuous	ADVA Human Resources Manager/HR Specialist ensure interviewers/supervisors attend trainings provided by OPM

OBJECTIVE: **Continue to improve job classification system which accurately outlines necessary qualifications, skills and duties for each specification.**

ACTION	RESPONSIBILITY	TARGET DATE	EVALUATION METHOD
Job descriptions are continuously reviewed and revised based on thorough interviews in each job family by trained job analysts	Office of Personnel Management and ADVA Human Resources Manager	Continuous	OPM and ADVA HR Manager will ensure ongoing maintenance evaluation and take corrective action upon discovery of any problems which may delay accomplishing the appointed objectives
All new or revised job descriptions will be re-evaluated to establish equitable grade relationships among all jobs	Office of Personnel Management and ADVA Human Resources Manager	Continuous	OPM and ADVA HR Manager will ensure ongoing maintenance evaluation and take corrective action upon discovery of any problems which may delay accomplishing the appointed objectives
Job requirements will be derived from the job analysis and job evaluation to reflect the minimum level of education and experience required to perform the job duties. These requirements will meet the criteria mandated by Act 199 of 1969, as amended	Office of Personnel Management and ADVA Human Resources Manager	Continuous	OPM and ADVA HR Manager will ensure ongoing maintenance evaluation and take corrective action upon discovery of any problems which may cause delay in accomplishing the appointed objectives

OBJECTIVE: **Ensure that all applications are routed through the Human Resources Office.**

ACTION	RESPONSIBILITY	TARGET DATE	EVALUATION METHOD
All applications will be routed through the Human Resources Office	Administrators, Managers, Supervisors, and ADVA Human Resources Manager/HR Specialist	Continuous	Records of job applications received will be maintained by the ADVA HR Manager/HR Specialist
Require supervisors who make hiring decisions to complete applicable forms for all applicants interviewed for each job opening, and maintain complete documents in secure files	Administrators, Managers, Supervisors, and ADVA Human Resources Manager/HR Specialist	Continuous	ADVA HR Manager/HR Specialist will maintain records of referrals, and resulting decisions. Files made available upon request

OBJECTIVE: **To provide maximum opportunity for advancement to all current and prospective employees.**

ACTION	RESPONSIBILITY	TARGET DATE	EVALUATION METHOD
Employees will be advised of the posting and location of the job vacancy lists	Administrators, Managers, Supervisors, and ADVA Human Resources Manager/HR Specialist	Continuous	ADVA HR Manager monitors vacancy announcements weekly
Utilize trainee positions as "bridge" positions to create career ladders which expand promotional opportunities when available	ADVA Human Resources Manager and Office of Personnel Management	Continuous	ADVA HR Manager reports annually to ADVA Director

OBJECTIVE: **Provide employee development opportunities to all ADVA employees.**

ACTION	RESPONSIBILITY	TARGET DATE	EVALUATION METHOD
Identify employee development needs within the agency	Administrators, Managers, Supervisors, and ADVA Human Resources Manager	Bi-annually (as needed)	ADVA HR Manager will maintain records of training programs offered and employees attending these programs
Publicize internal and inter-agency training opportunities	Administrators, Managers, Supervisors, ADVA HR Manager/HR Specialist	Bi-annually (as needed)	Copies of training completion certificates will be kept in the employee's official personnel file in the HR Office

OBJECTIVE: **Ensure that all employees are properly classified and therefore properly compensated in relation to other ADVA employees in similar positions.**

ACTION	RESPONSIBILITY	TARGET DATE	EVALUATION METHOD
Management will identify misclassified employees	ADVA Human Resources Manager	Continuous	ADVA HR Manager will maintain records of misclassifications and report corrective actions to the ADVA Director and OPM
Classification personnel representatives will review jobs of misclassified employees and recommend correct classifications. New positions may have to be budgeted	Office of Personnel Management	Continuous	OPM will keep records of misclassifications and report corrective actions to the ADVA Director

OBJECTIVE: **Ensure the non-discriminatory application of all policies and procedures related to benefits and conditions of employment, including but not limited to leave policies, retirement plans, and insurance programs.**

ACTION	RESPONSIBILITY	TARGET DATE	EVALUATION METHOD
Review these benefits and employment conditions for each employee. Any condition found to be inconsistent with the stated objective will be corrected	Department Director, Administrators, Managers, Supervisors, and ADVA Human Resources Manager/HR Specialist	Continuous	Management staff will ensure continuous corrective action where needed and report issues to the ADVA HR Manager / ADVA Director

OBJECTIVE: **Ensure the non-discriminatory application of policies for terminations, demotions, disciplinary actions and favorable actions.**

ACTION	RESPONSIBILITY	TARGET DATE	EVALUATION METHOD
A uniform documented process of such actions will be developed	ADVA Human Resources Manager/HR Specialist	Continuous	ADVA HR Manager will ensure that correction action is taken and report difficulties with recommendations, to the ADVA Director
Records will be kept of reasons for termination	ADVA Human Resources Manager	Continuous	ADVA HR Manager will maintain records of employee terminations with reason
A central file of employee records will be maintained	ADVA Human Resources Manager/HR Specialist	Continuous	Files will be available for review

OBJECTIVE: **Establish a uniform method of appraising employee performance.**

ACTION	RESPONSIBILITY	TARGET DATE	EVALUATION METHOD
Research plans	Department Director, Administrators, Managers, Supervisors, and ADVA Human Resources Manager/HR Specialist	Continuous	ADVA Management will review existing tools to ensure goals and objectives are met
An appraisal plan will be selected	Department Director, Managers,Human Resources Manager/HR Specialist	Continuous	ADVA HR Management will select appraisal product
Managers and supervisors will be trained to properly utilize performance appraisal tools	ADVA Human Resources Manager	Continuous	OPM interagency training and internal training will be developed, evaluated, and revised as needed

OBJECTIVE: **To provide employees an internal procedure to process complaints of discrimination or grievance.**

ACTION	RESPONSIBILITY	TARGET DATE	EVALUATION METHOD
Revise EEO complaint process and grievance process	ADVA Director, HR Management, and Office of Personnel Management	Continuous	New procedures reviewed and approved as needed
Provide employees information on EEO complaint	ADVA Human Resources Manager	Continuous	ADVA Human Resources Manager

process and grievance process			
Monitor and evaluate effectiveness of the internal EEO complaint and grievance procedure to ensure all employees are being treated equally throughout the processes	ADVA Human Resources Manager	Continuous	Maintain data on use of internal procedures. Records will be kept in the Human Resources Office

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Receipt of Employee Handbook/ Acknowledgement of ADVA Policies

This handbook is provided to help you better understand the agency, how we operate and the expectations of employees. Combined with the employee orientation program, it should answer most of the questions you may have about ADVA, your role, and how ADVA provides services for the veterans of the state of Arkansas.

Please read this orientation booklet thoroughly. It will be used during boarding and you are encouraged to keep it for future reference.

Since the beginning of the Department of Veterans Affairs, the agency has developed and maintained policies that define how we conduct our business. These policies are varied and many but enable us to accomplish the mission, objectives and goals of the agency. For you to function in accordance with these policies, you must read and understand the policies that pertain to you and your job. The ADVA policies are accessible on-line at www.veterans.arkansas.gov/employees.html Navigate through the page to find the policies that pertain to you. If you do not have access to a computer, contact your immediate supervisor for assistance.

Within this booklet are specific policy acknowledgement forms for use by you and your supervisor, which will guide your discussion over specific ADVA policies. It is your supervisor's responsibility to return the forms to Human Resources upon completion of your orientation.

Employee Statement: I have received my copy of the Employee Handbook and Orientation Package. I have read the above statement and acknowledge that I have been told about the various policies within the agency and how to access them. I acknowledge that I am the solely responsible party for maintaining up-to-date knowledge of ADVA policies and that if I have any questions regarding agency policies, I am responsible for bringing those questions to the attention of my supervisor.

_____ _____

Employee Signature Date

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DRUG FREE WORKPLACE ACKNOWLEDGEMENT

I, _____, an employee of the Arkansas Department of Veterans Affairs, hereby certify that I have received a copy of this agency's policy regarding the maintenance of a drug free workplace. I realize that an unlawful manufacture, distribution, dispensation, possession or use of a controlled substance is prohibited on this agency's premises and violation of this policy can subject me to discipline, up to and including termination. In conjunction with Executive Order Number 89-2, The Arkansas Department of Veterans Affairs (ADVA) will consider the use of illegal or other impairing substances prior to reporting for duty, but not in the work place as a violation of this order. In addition the ADVA will require a urinalysis to be performed immediately following, or as soon as practical after all accidents or incidents where there is injury, loss of limb or life, damage to, or loss of agency property. A urinalysis will be performed on all parties involved to determine that the accident or incident was not caused by negligence or impairment.

I realize that, as a condition of my employment, I must abide by the terms of this policy and will notify my employer of any criminal drug conviction for a violation occurring in the workplace no later than five (5) working days after such conviction. I further realize that federal law mandates that my employer communicate this conviction to the appropriate federal agency for any employment on a federal contract and I hereby waive any and all claims that may arise for conveying this information to the federal agency.

_____ _____
Employee Signature Date

_____ _____
Supervisors Signature Date

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DISCIPLINARY RULES AND PROCEDURES

The personal conduct of all Agency employees is a major factor in the proper and efficient delivery of ADVA services to all veterans, their dependents, and survivors, plus the Veterans Home residents, and in maintaining a good working environment. Fair and equitably administered disciplinary practices are a significant factor in the morale and productivity of Agency employees. Most employees perform their duties in a professional and efficient manner as well as conduct themselves in a manner which reflects credit upon themselves and the Agency. Unfortunately, however, some employees resort to unacceptable behavior requiring that disciplinary action be taken. It is for this reason that written disciplinary rules and procedures are necessary in order to ensure that fair and impartial disciplinary action is taken on a consistent and nondiscriminatory basis when willful and inexcusable breaches of Agency rules, policies and procedures occur.

All employees have a right to know what can and cannot be done, their rights and privileges, and the consequences of unacceptable behavior and rule violations.

It is the purpose of the attached document to furnish you with relevant information concerning Agency disciplinary rules and procedures and the consequences of willful infractions and/or violations. You should familiarize yourself with these rules and procedures and discuss any questions you may have with your Supervisor.

Matt Snead
Director

The Agency Disciplinary Policy, Rules and Procedures have been discussed with me by my Supervisor and I have been given an opportunity to ask any questions I may have. I have also been furnished a copy of the disciplinary rules for my personal reference.

_____ _____
Employee Signature Date

_____ _____
Supervisors Signature Date

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Internet, E-Mail, and General Computer Use

ACCEPTABLE / UNACCEPTABLE USE: The computer system and network are intended for the business use of the employee. Inappropriate or unacceptable use by an employee is the basis for disciplinary action. It is unacceptable for a user to use, submit, publish, display, or transmit on the network or on any computer system any information which:

- Violates or infringes on the rights of any other person, including the right to privacy;
- Contains defamatory, false, inaccurate, abusive, obscene, pornographic, profane, sexually oriented, threatening, racially offensive, or otherwise biased, discriminatory, or illegal material;
- Restricts or inhibits other users from using the system(s). Or, use that degrades the efficiency of the computer system(s) such as unofficial memberships in chat rooms; channel subscriptions; or receipt of streaming or broadcast audio or video.

Only authorized software may be installed on state-owned or leased hardware. In order to guarantee compliance with copyright laws, and insure compatibility with office computer environments and “standard” software loads, the installation of any personally owned or downloaded software/shareware must be preapproved by a System Administrator.

My supervisor/manager and I have reviewed and discussed the ADVA – Rules for Internet, E-Mail, and General Computer Use. I understand that my signature on this document indicates that I have read and fully understand the acceptable and unacceptable use of ADVA computers as described above.

_____ _____
Employee Signature Date

_____ _____
Supervisor/Manager Signature Date

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ACKNOWLEGEMENT OF WHISTLE-BLOWER PROTECTION POLICY

EMPLOYEE STATEMENT: I have read and understand the Department of Veterans Affairs policy as outlined in the Administrative Directive titled "Whistle-Blower Act." I understand that I am protected from adverse action when I report "in good faith," fraud, waste of public funds or a violation of a State statute or regulation which is not of a merely technical or minimal nature, or violation of legal duties or a code of conductor code of ethics designed to protect the interest of the public or the Department of Veterans Affairs. I understand adverse action includes any of the following actions: discharge, threat, or otherwise discriminatory or retaliatory action in any manner that effects my employment, including compensation, job location, rights, immunities, promotions, or privileges. I am not protected from adverse action by this policy for actions which occur before a violation notice is communicated or for conduct or performance independent of communicating, in good faith, a violation notice.

_____ _____
Employee Signature Date

_____ _____
Supervisor/Manager Signature Date

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CODE OF ETHICS AND VALUES

ANNUAL ACKNOWLEDGEMENT STATEMENT

My supervisor/manager and I have reviewed and discussed the ADVA – Code of Ethics and Values. I understand that my signature on this document indicates that I have read and fully understand the prohibited activities and my professional ethical conduct responsibilities as an employee of ADVA as described in ADVA – Code of Ethics and Values.

_____ _____

Employee Signature Date

_____ _____

Supervisor/Manager Signature Date

Note to Supervisor/Manager: The review and discussion of ADVAP 2-20 Code of Ethics and Values is an annual requirement. This signed document shall be submitted to ADVA – Human Resources.

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SEXUAL HARASSMENT POLICY

ACKNOWLEDGEMENT STATEMENT

My supervisor/manager and I have reviewed and discussed the ADVAP 2-9 Sexual Harassment Policy. I understand that my signature on this document indicates that I have read and fully understand the prohibited activities and my professional ethical conduct responsibilities as an employee of ADVA as described in ADVAP 2-Sexual Harassment Policy

_____ _____

Employee Signature Date

_____ _____

Supervisor/Manager Signature Date

Note to Supervisor/Manager: The review and discussion of ADVAP 2-9 Sexual Harassment Policy is an annual requirement. This signed document shall be submitted to ADVA – Human Resources.

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Employee Grievance Procedure and Dispute Resolution

My supervisor/manager and I have reviewed and discussed the ADVA – Employee Grievance Procedure and Dispute Resolution process. I understand that my signature on this document indicates that my supervisor/manager has provided and I have received a copy of these procedures.

_____ _____

Employee Signature Date

_____ _____

Supervisor/Manager Signature Date