



# 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, sex, or gender shall constitute grounds for dismissal.

Employee Information, Resources & Personnel Policies: [veterans.arkansas.gov/current-employees](https://veterans.arkansas.gov/current-employees)



# Arkansas Department of Veterans Affairs

501 Woodlane Drive Suite 401N  
Little Rock, AR 72201  
(501) 683-1386 or fax (501) 682-4833



**Asa Hutchinson**  
Governor

**Nathaniel Todd**  
Secretary

## Secretary's Welcome

I'd like to welcome you and thank you for joining the Arkansas Department of Veterans Affairs team. We are a highly reliable organization because of you and your fellow teammates. We have an awesome mission to serve the veterans and their families here in the great State of Arkansas.

Our goal is to ensure you reach your optimum potential in your choosing responsibilities. Let's have fun, I look forward to hearing about your great contributions to our mission and your personal satisfaction while serving here at "The" Arkansas Department of Veterans Affairs. The journey begins!

Sincerely,

Nathaniel (Nate) Todd  
Secretary



# Arkansas Department of Veterans Affairs

501 Woodlane Drive Suite 401N  
Little Rock, AR 72201  
(501) 683-1386 or fax (501) 682-4833



## TABLE OF CONTENTS

Introduction	1
History and Organization	2
Mission	5
Vision	5
Core Competencies	5
Values	5
Information Regarding the Agency	6
Department of Veterans Affairs Organizational Charts	8

## GENERAL EMPLOYEMENT INFORMATION

Equal Employment Opportunity and Affirmative Action Statement	14
At-Will Employer	14
Job Qualifications and Job Descriptions	15
Employee Orientation	15
Initial Probationary Employment	15
Employment Status	16
Pay Procedures	16
Salary Determination and Job Classification	17
General Work Regulations	17
Fair Labor Standards Act (FLSA)	17
Exempt Employees Compensatory Time	19



# Arkansas Department of Veterans Affairs

501 Woodlane Drive Suite 401N  
Little Rock, AR 72201  
(501) 683-1386 or fax (501) 682-4833



General Guidelines for Overtime	19
Time Sheets	20
Job Postings	23
Employee Self Service in AASIS	24

## EMPLOYEE REGULATIONS

Attendance and Absenteeism	24
Work Schedules, Meal Period and Breaks	25
Physical Fitness	25
Sexual Harassment	26
Inclement Weather	26
Drug-Free Workplace	26
Tobacco Free Environment	27
Nepotism	27
Other Employment	27
Whistle Blower Act	28
Vehicle Safety Program	28
Legal Assistance and Professional Liability	29

## Employee Performance and Job Development

Personnel File	29
Employee Performance File	29
Performance Evaluation	29
Service Awards	31
Training Opportunities	31



# Arkansas Department of Veterans Affairs

501 Woodlane Drive Suite 401N  
Little Rock, AR 72201  
(501) 683-1386 or fax (501) 682-4833



On-the-Job-Training	31
Cross-Training	31
Grievance and Complaint Procedures	32
Disciplinary Procedures	31

## **EMPLOYEE BENEFITS**

Legal Holidays	32
Holiday Time	33
Annual Leave	34
Educational Leave Benefit	35
Sick Leave	35
Service Connected Disability	36
Military Leave	37
Maternity Leave	38
Court and Jury Leave	38
Family Medical Leave Act (FMLA)	38
Leave Without Pay (LWOP)	39
Catastrophic Leave Bank Program	40
Workers' Compensation	41
Americans With Disabilities Act Compliance	41
Deferred Compensation	42
Employee Assistance Program (EAP)	42
Retirement	43



# Arkansas Department of Veterans Affairs

501 Woodlane Drive Suite 401N  
Little Rock, AR 72201  
(501) 683-1386 or fax (501) 682-4833



State Employee Suggestion System	43
Chemical Right-to-Know	44
Health Insurance	44
Affirmative Action Plan	44
<b>ADVA POLICY ACKNOWLEDGEMENTS</b>	
Receipt of Employee Handbook/Acknowledgement of ADVA Policies	53
Drug Free Workplace Acknowledgement	54
Disciplinary Rules and Procedures	55
Internet, E-Mail, General Computer and Cell Phone Use	56
Acknowledgement of Whistle-Blower Protection Policy	57
Code of Ethics and Values Annual Acknowledgement Statement	58
Sexual Harassment Policy Acknowledgement Statement	59
Employee Grievance Procedure and Dispute Resolution	60



# Arkansas Department of Veterans Affairs

501 Woodlane Drive Suite 401N  
Little Rock, AR 72201  
(501) 683-1386 or fax (501) 682-4833



## INTRODUCTION

The ADVA is an equal opportunity employer. Our Human Resource Services ("HRS") Department is 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 applicable State and Federal laws and guidelines. Should you need personnel assistance, please contact the Human Resources office at (501) 683-1386, and one of the staff will assist you.

This Handbook is intended to familiarize employees with ADVA's employment policies, procedures and practices. Questions regarding this Handbook or ADVA's employment policies should be directed to Human Resources.

By accepting employment with ADVA, employees have agreed to comply with its policies and procedures, including any amendments thereto. ADVA reserves the right to amend its policies and procedures and this Handbook. These changes may be implemented even if they have not been communicated, reprinted, or substituted in this Handbook. Employees should not rely on any oral or written statements which contradict ADVA's employment application, this Handbook and/or agency policies. Should information presented in this Handbook conflict with official ADVA 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 with Human Resources.



## Arkansas Department of Veterans Affairs

501 Woodlane Drive Suite 401N  
Little Rock, AR 72201  
(501) 683-1386 or fax (501) 682-4833



### 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, oversee operation of the Arkansas Veterans Home, supervise the activities, training and testing of all the County Veterans Service Officers in each county, and 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



## Arkansas Department of Veterans Affairs

501 Woodlane Drive Suite 401N  
Little Rock, AR 72201  
(501) 683-1386 or fax (501) 682-4833



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. In 2008, the State purchased one hundred (100) acres of land in Birdeye, Arkansas, and construction commenced in 2010, when Thomas Blake, an Air Force colonel, was laid to rest.

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



## Arkansas Department of Veterans Affairs

501 Woodlane Drive Suite 401N  
Little Rock, AR 72201  
(501) 683-1386 or fax (501) 682-4833



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.

Act 91 of 2019 established Cabinet-Level Departments. The Department of Veterans Affairs was created as a cabinet-level department comprised of the Department of Veterans Affairs, Arkansas Veterans' Child Welfare Services, and Disabled Veterans' Services Office.



# Arkansas Department of Veterans Affairs

501 Woodlane Drive Suite 401N  
Little Rock, AR 72201  
(501) 683-1386 or fax (501) 682-4833



## 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, burial honors, and assistance to minor children of honorably discharged Arkansas veterans experiencing medical issues.

## 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)
- **Assistance** (Providing needed services to children of honorable discharged Arkansas 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.



## Arkansas Department of Veterans Affairs

501 Woodlane Drive Suite 401N  
Little Rock, AR 72201  
(501) 683-1386 or fax (501) 682-4833



### ARKANSAS DEPARTMENT OF VETERANS AFFAIRS

The Arkansas Department of Veterans Affairs (“ADVA”) is a cabinet-level state agency established to assist veterans, their families and survivors in processing claims with the United States Department of Veterans Affairs. ADVA maintains the Arkansas State Veterans Homes and the Arkansas State Veterans Cemeteries. Additionally, ADVA assists minor children of honorably discharged Arkansas Veterans who are experiencing medical issues. In addition, the Disabled Veterans Service Office works closely with the Disabled American Veterans National Service office to ascertain benefits for Arkansas’s veterans.

The Arkansas Department of Veterans Affairs is comprised of the following major sections:

- **Veteran Service Section:** Provides field services to veterans and their families. This Section is comprised of 6 District Veteran Service Officers, 2 Hospital Veteran Service Officers, 3 Appeal Veteran Service Officers, and County Veteran Service Officers employed by all 75 counties. These staff members work with veterans to handle 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 and Arkansas Department of Veterans Affairs.

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 competency standards in order to effectively assist in all areas from initial counseling through appellate advocacy. Additionally, the Veteran Service Officers provided an extensive ongoing system for training and advising the County Veteran Service Officers on current procedures.

- **Veterans’ Homes Section:** Provides long term skilled nursing residential facilities in Fayetteville and North Little Rock. The Fayetteville location broke ground for the Fayetteville Veterans Home on September 3, 2004 and welcomed its first resident on June 21, 2006. This licensed Medicaid/Medicare 91-bed skilled care nursing facility provides a comfortable and supportive atmosphere for our veterans. The North Little Rock Veterans Home broke ground in July 2015 and welcomed its first resident on January 31, 2017. This home-style housing with community center is home to 96 veterans.



## Arkansas Department of Veterans Affairs

501 Woodlane Drive Suite 401N  
Little Rock, AR 72201  
(501) 683-1386 or fax (501) 682-4833



- **Veterans' Cemetery Section:** The Arkansas State Veterans' Cemetery was authorized by Act 235 of 1997, in North Little Rock. The cemetery is located near Birdseye off Hwy. 163 and 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.
- **Veteran's Child Welfare Services:** The Arkansas Veterans' Child Welfare Services is a board that strives to provide needed services and assistance to the minor children of honorably discharged Arkansas Veterans who are experiencing medical issues.
- **Disabled Veterans' Services Office:** The Arkansas Disabled Veterans' Service Office is a board responsible for ascertaining benefits for Arkansas veterans, their families, and survivors.

All services of the Arkansas Department of Veterans Affairs are available without charge, except for living expenses of 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 the web site at [www.veterans.arkansas.gov](http://www.veterans.arkansas.gov).

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



# Arkansas Department of Veterans Affairs

501 Woodlane Drive Suite 401N

Little Rock, AR 72201

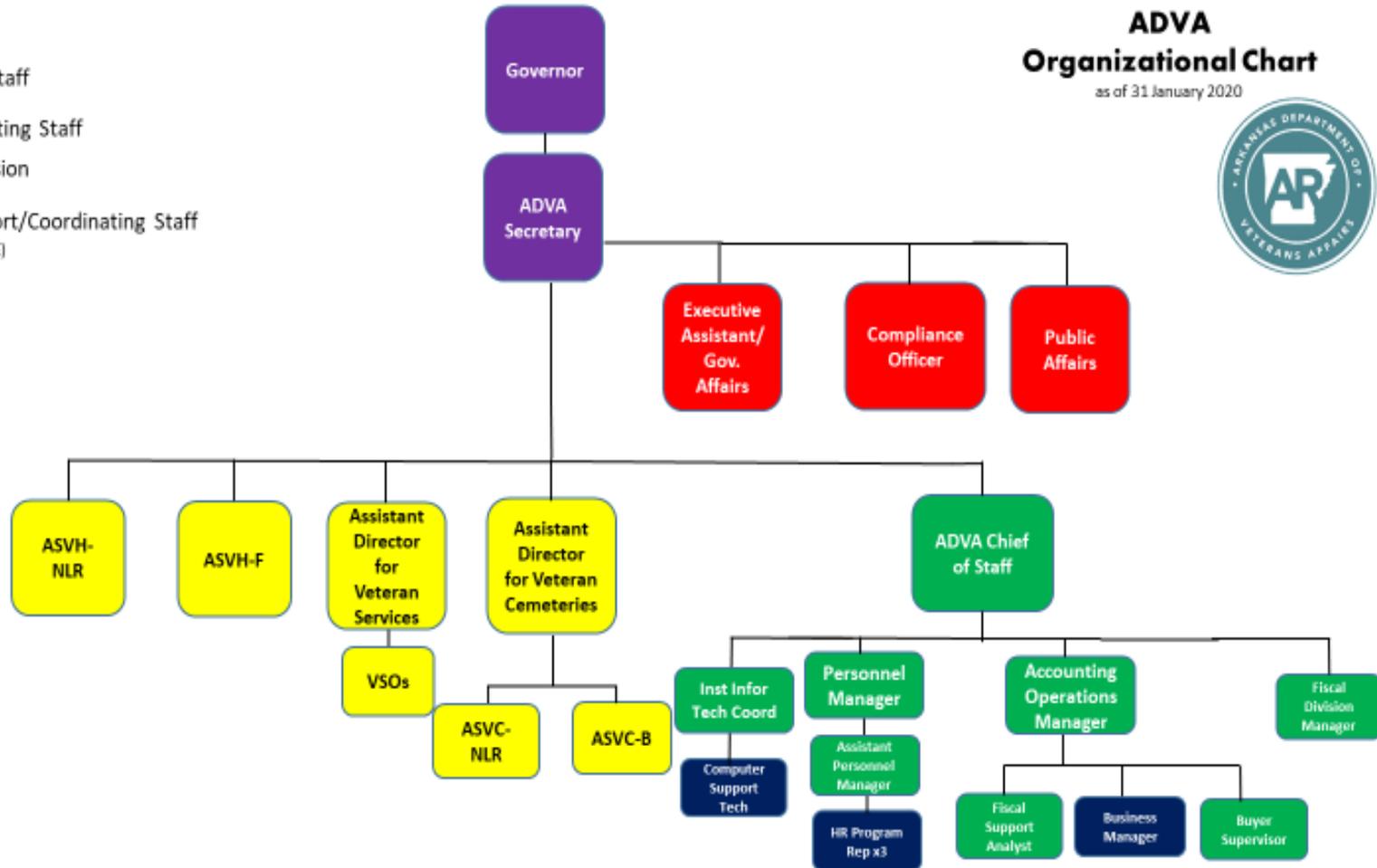
(501) 683-1386 or fax (501) 682-4833

### Legend:

- Special Staff
  - Coordinating Staff
  - Core Mission
  - Dual Report/Coordinating Staff
- \* Not to Exceed (NTE)

## ADVA Organizational Chart

as of 31 January 2020





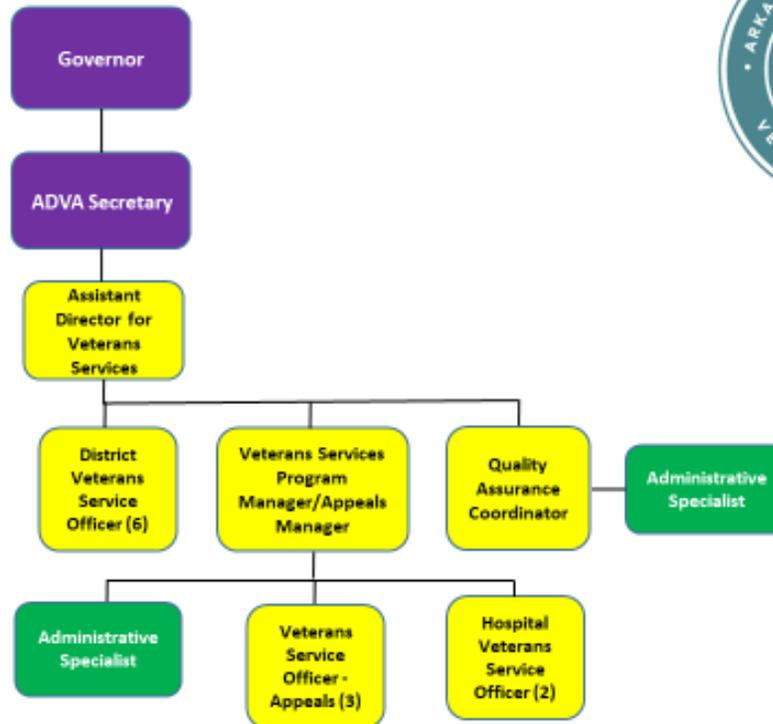
**Arkansas Department of Veterans Affairs**  
501 Woodlane Drive Suite 401N  
Little Rock, AR 72201  
(501) 683-1386 or fax (501) 682-4833

**ADVA**  
**Organizational Chart**

**Advocates**  
as of 31 January 2020

Legend:

- Special Staff
- Coordinating Staff
- Core Mission

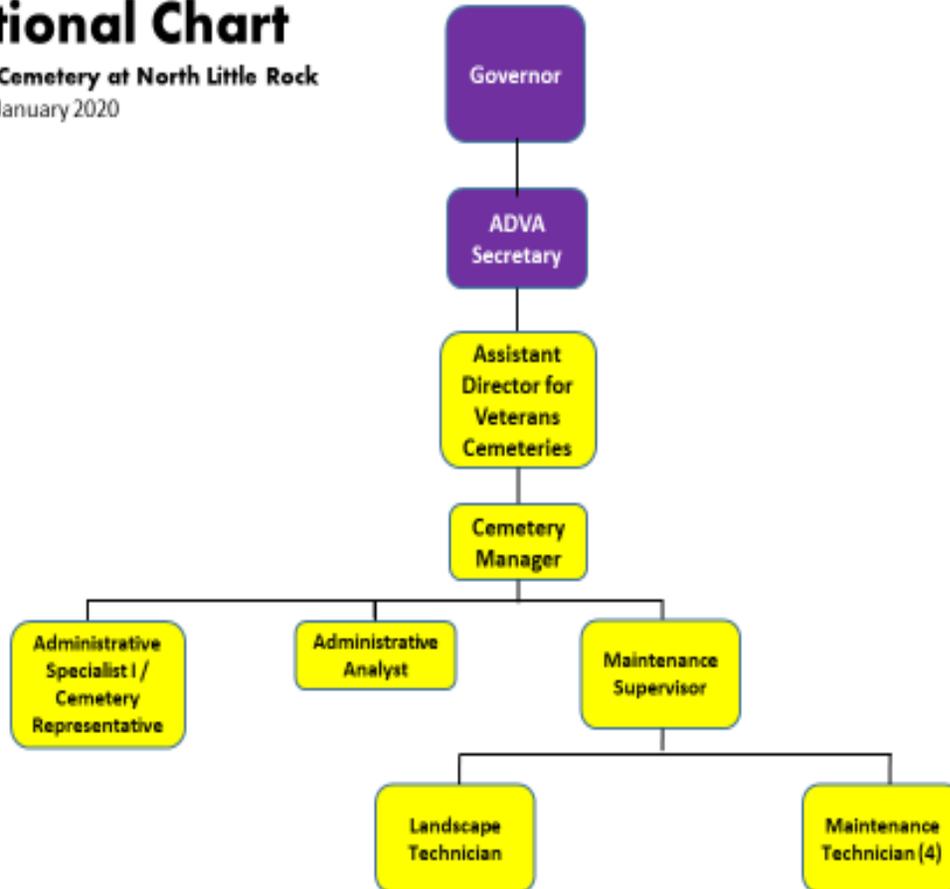




**Arkansas Department of Veterans Affairs**  
501 Woodlane Drive Suite 401N  
Little Rock, AR 72201  
(501) 683-1386 or fax (501) 682-4833

# ADVA Organizational Chart

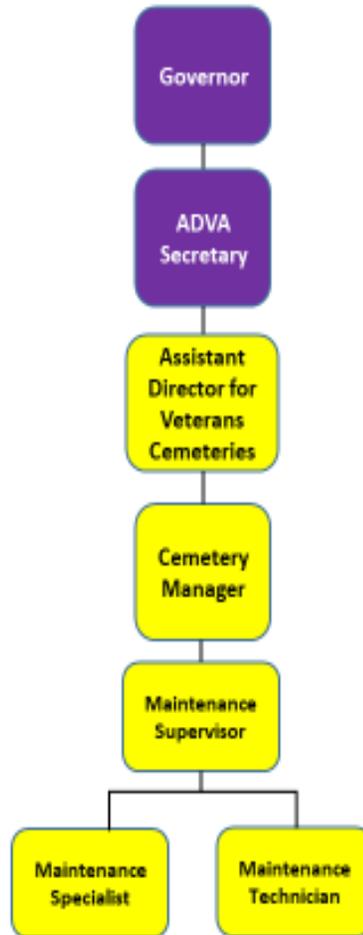
Arkansas State Veterans Cemetery at North Little Rock  
as of 31 January 2020





**Arkansas Department of Veterans Affairs**  
501 Woodlane Drive Suite 401N  
Little Rock, AR 72201  
(501) 683-1386 or fax (501) 682-4833

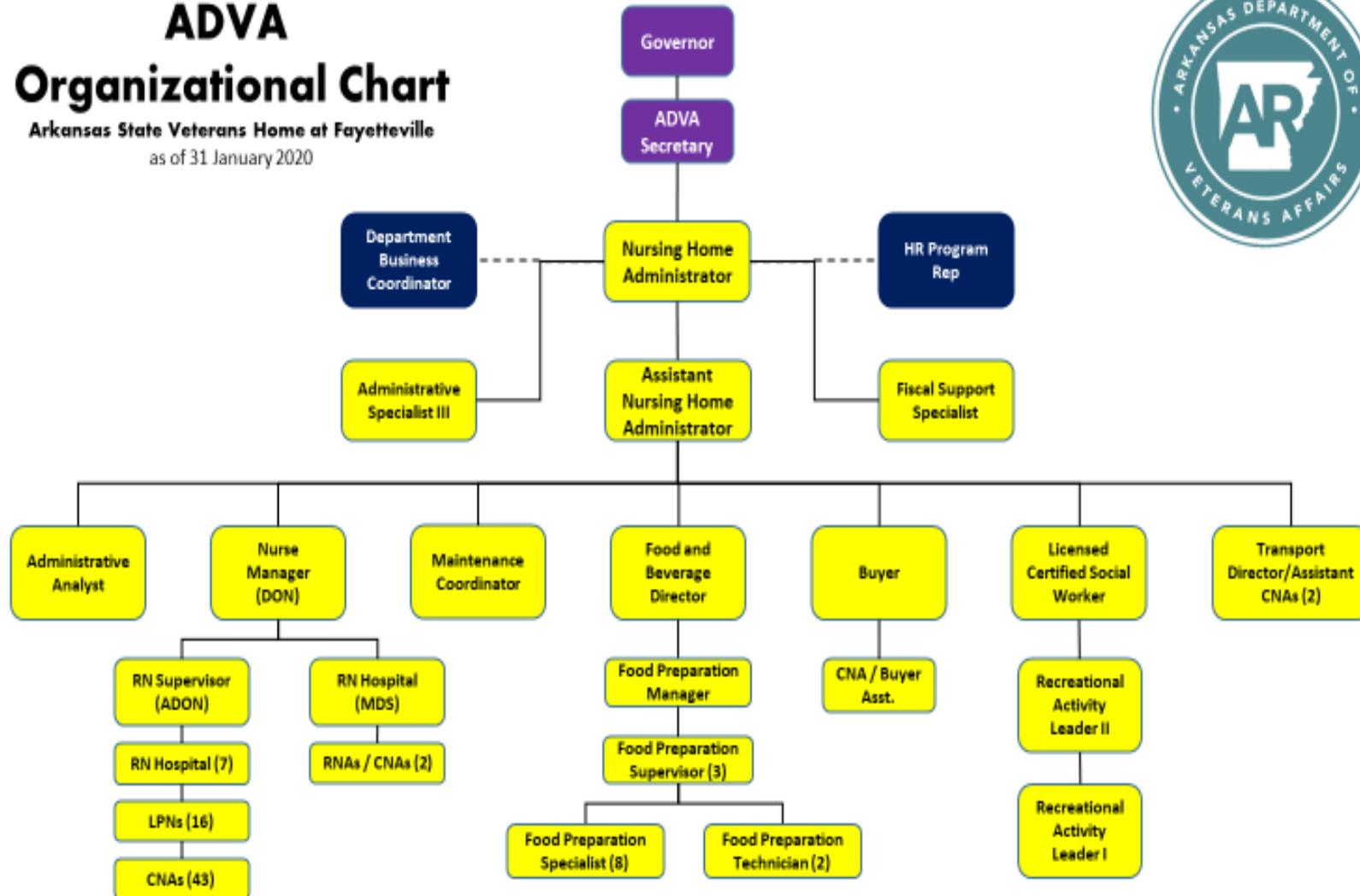
**ADVA**  
**Organizational Chart**  
Arkansas State Veterans Cemetery at Birdeye  
as of 31 January 2020





**Arkansas Department of Veterans Affairs**  
 501 Woodlane Drive Suite 401N  
 Little Rock, AR 72201  
 (501) 683-1386 or fax (501) 682-4833

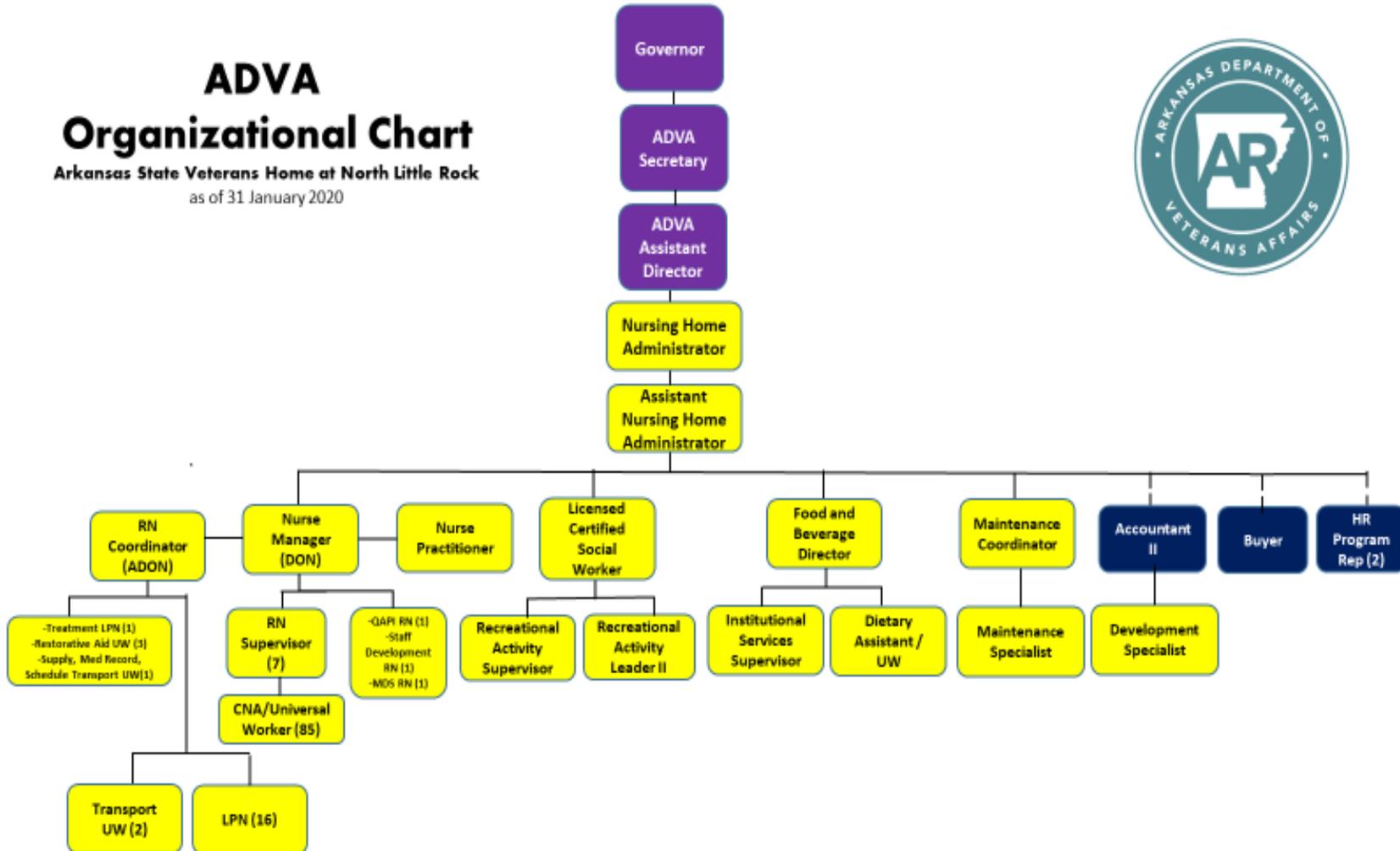
**ADVA**  
**Organizational Chart**  
 Arkansas State Veterans Home at Fayetteville  
 as of 31 January 2020





**Arkansas Department of Veterans Affairs**  
 501 Woodlane Drive Suite 401N  
 Little Rock, AR 72201  
 (501) 683-1386 or fax (501) 682-4833

**ADVA**  
**Organizational Chart**  
 Arkansas State Veterans Home at North Little Rock  
 as of 31 January 2020





## Arkansas Department of Veterans Affairs

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



### General Employment Information

#### Equal Employment Opportunity and Affirmative Action Statement

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

The Arkansas Department of Veterans Affairs prohibits discrimination against its employees, job applicants, contractors, residents, and customers because of race, color, religion, sex, age, national origin, political beliefs, or disability as defined in the Americans with Disabilities Act.

Employees, job applicants, contractors, residents, and customers of ADVA are assured that the services, work environment, and conditions of employment shall be afforded on an Equal Opportunity basis.

Complaints of unlawful discrimination or harassment should be reported to your supervisor, the Division Chief, or Human Resources at the following address and phone number:

#### **ADVA Human Resources**

501 Woodlane Drive, Suite 401N  
Little Rock, AR 72201  
Fax – (501) 682-4833

Witnesses to discrimination or harassment may use the same reporting procedure.

If unlawful discrimination or harassment has occurred, corrective action will be taken promptly. Disciplinary action, when appropriate, will be administered in accordance with ADVA policy 2-1: Disciplinary Policies, Rules and Procedures.

#### **At-Will-Employer**

ADVA is an at-will employer. 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. 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 ADVA or the employee.



## Arkansas Department of Veterans Affairs

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



### Job Qualifications and Job Descriptions

All job classifications, qualifications, and the pay range associated with a position are established by the State of Arkansas Department of Transformation and Shared Services, Office of Personnel Management (OPM). OPM is responsible for managing the State's 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. More information on job specifications may be obtained from the ADVA web site located or Human Resources.

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. New Employees will be provided with a job description listing specific responsibilities of the position. Employees are responsible for performing the duties and activities assigned to them.

As a condition of hire, individuals will be required to provide proof of eligibility to work in the United States pursuant to the Immigration Reform and Control Act of 1986.

### Employee Orientation

New employees must attend the new employee orientation program, which begins with the Human Resource Services Orientation on the first day of employment. At this time, information necessary to begin employment with ADVA will be shared. Activities such as completing tax forms, insurance documents, fingerprinting etc. will also occur during this time. Afterwards, Section/Department Orientation when the new hire return to his/her local office, and upon completion, employees will be scheduled for on the Job Training. See ADVA policy in detail: [www.veterans.arkansas.gov](http://www.veterans.arkansas.gov); ADVAP 2-12

### Initial Probationary Employment

Employees are placed in a "probationary" status for the first six months of employment. Employees transferring within ADVA or promoted into a new position are also placed on a new six-month probation period.

The purpose of the probationary period is to evaluate an employee's 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. Employees may be dismissed during the probation period for any reason.



## Arkansas Department of Veterans Affairs

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



Employees on probation may be provided a Corrective Plan of Action and the probation extended at the supervisor's discretion.

See ADVA policy in detail: [www.veterans.arkansas.gov](http://www.veterans.arkansas.gov); ADVAP 2-11

### Employment Status:

For the purpose of the Fair Labor Standards Act, employees fall into one of the categories below.

**Exempt** - employees who are not entitled to compensation for overtime hours worked.

**Non-exempt** - employees who are entitled to compensation for overtime hours worked. The earned overtime hours are normally banked as compensatory time and payment is made to the employee when the number of banked hours is met per category of employee.

Extra Help employees are temporary employees who work 1,500 hours or less in fiscal year. Like non-exempt employees, they are entitled to compensation for overtime hours worked. The only benefit they receive is paid time off for holidays when the work schedule qualifies them. Deduction for Retirement occurs for extra help employees to prevent a catch up pay period in the event the extra help employee becomes a full-time employee. In the event an extra help employee has no intent of working 80 hours over 3 months, the deduction for can be prevented upon request.

See ADVA policy in detail: [www.veterans.arkansas.gov](http://www.veterans.arkansas.gov); ADVAP 2-3 and 2-5

### Pay Procedures:

Pay is issued by the State of Arkansas twenty-six (26) times each year on a bi-weekly basis. As 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 orientation. The direct deposit requirement does not apply to persons who employed by 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 will be completed at the time of the Human Resource Services orientation. Changes to the authorizations can be made anytime by contacting the payroll processing clerk or Human Resources.



## Arkansas Department of Veterans Affairs

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



### **Salary Determination and Job Classification**

The Uniform Classification and Compensation Act establishes classifications of work and pay grades assigned to each classification for state agencies. It also establishes procedures and controls to assure compliance Act and vests 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.

### **General Work Regulations**

Most regular salary full-time employees are scheduled to work at least five 8-hour days (forty-hour week) unless otherwise authorized by the Secretary of ADVA. Veterans Homes are open 24 hours a day, 7 days a week, and work schedules will be established based upon staffing requirements for each Home. All employees are expected to begin work on time and promptly leave their respective workstations at the end of each scheduled workday. Supervisors will provide notice of any need to work before an employee's regular start time or beyond the regular stop time. Overtime hours, i.e., hours worked in excess of forty hours per week, may only be worked on ADVA premises and with prior written authorization from the employee's supervisor.

Exempt employees are expected to work whatever hours necessary to accomplish their jobs. This may require working more than an 8-hour a day or more than 40-hours in a work week.

See ADVA policy in detail: [www.veterans.arkansas.gov](http://www.veterans.arkansas.gov); ADVAP 2-3 and 2-13

### **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 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. 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. You will be informed of your FLSA status during the first day of orientation.

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.

Except for certain categories of workers, e.g., fire fighters and law enforcement, etc.,



## Arkansas Department of Veterans Affairs

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



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. 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.

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

- Category A: Those whose normal work period is a 40-hour work week, and;
- Category B: 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 limitations are applicable:

- 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 hours that can be accrued, they must be compensated in cash payment at the employee's current rate of pay and one-half for any hours for the hours in excess of the limits.

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 employee's base rate of pay.

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

Employees shall request to use earned compensatory time by entering a leave request via EASE. Compensatory time can be used as sick leave or annual leave and must be exhausted prior to employee going on Leave Without Pay. Status.



## Arkansas Department of Veterans Affairs

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



Upon termination from employment, the employee will receive cash payment for any compensatory/overtime accrued which has not been used at the employee's base rate of pay.

See ADVA policy in detail: [www.veterans.arkansas.gov](http://www.veterans.arkansas.gov); ADVAP 2-5

### **Exempt Employees Compensatory Time**

Assistant Directors, Chief Fiscal Officer, Deputy Director and ADVA Secretary are authorized to award compensatory time on a discretionary basis in cases where exempt employees continuously work significant hours above 40 hours per week. In no case will compensatory time be awarded on an hour for hour basis.

No employee may accumulate time off in excess of forty (40) hours. Division heads are authorized and encouraged to approve use of awarded compensatory time off within the same work week as it is awarded, whenever possible without disrupting office operations. Further, awarded compensatory time off must be used by the last workday of the month following the month it was awarded or the time is forfeited. "Authorization to Earn Compensatory Time" form must be completed in all cases. Employees must complete a "Request for Leave" form in order to use compensatory time off just as they would for any other accrued leave. The number of hours will be shown in the space provided for "Other".

Supervisors are required to maintain records for the compensatory time off, showing dates and hours of awarded and used time off for each employee.

Under no circumstances is an exempt employee entitled to compensation for unused compensatory time. Whenever an exempt employee is separated from the agency by reason of resignation, lay-off, termination of appointment, budget reductions, dismissal, or transfer between agencies, all unused compensatory time is lost.

### **General Guidelines for Overtime**

**Employees may not work overtime without first obtaining prior written authorization from their supervisor.** Arriving early and staying late without permission is prohibited. Working through your lunch period is also 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.

Overtime is 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.

See ADVA policy in detail: [www.veterans.arkansas.gov](http://www.veterans.arkansas.gov); ADVAP 2-3



# Arkansas Department of Veterans Affairs

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



## Time Sheets

A bi-weekly time sheet must be kept for every non-exempt employee utilizing the Empowering Arkansas State Employees (EASE) system. State and federal laws require 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 violation 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.

Each employee will be provided a weekly schedule in advance. The employee is expected to work the assigned schedule. In the event the employee is **not available to work the schedule the employee must complete leave slips for day(s) missed and hours equal to the schedule.** Compensatory time should be used first in lieu of annual leave and may be used in lieu of sick leave.

### Example of Time Sheet Entries for Non-Exempt employees:

Mary is scheduled to work to following days:

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
6:30 am -7 pm	Off	Off	6:30 am -7 pm		6:30 am -7 pm	6:30 am - 10:30 am
12 hours regular time			12 hours regular time		12 hours regular time	4 hours regular time

Total of 40 Hours

### Scenario 1:

- Mary wakes up sick on Wednesday morning and calls in.
  - Mary must complete a leave slip for Wednesday for 12 Hours – based upon policy
  - Mary must use Compensatory time first and then sick leave.
  - If she does not have comp time or sick leave she must use other leave categories.
  - If all leave is exhausted, Mary will be placed on Leave Without Pay (LWOP)



## Arkansas Department of Veterans Affairs

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



- Mary agrees to work Thursday 6:30am-7pm.
  - Mary will earn regular time for this day since she was out sick on Wednesday.

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
6:30 am -7 pm	Off	Off	6:30 am -7 pm		6:30 am -7 pm	6:30 am - 10:30 am
12 hours regular time			12 hours 1. Comp 2. Sick Leave 3. Other leave 4. LWOP		12 hours regular time	4 hours regular time

### Scenario 2:

- Mary agrees to work Thursday 6:30am-7pm in addition to her normally scheduled week.
  - Mary will earn regular time for Thursday since she has not worked 40 hours for the week.
  - Mary will begin earning overtime/compensatory time after she hits 40 hours for the week.

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
6:30 am -7 pm	Off	Off	6:30 am -7 pm	6:30 am -7 pm	6:30 am -7 pm	6:30 am - 10:30 am
12 hours regular time			12 hours regular time	12 hours regular time	4 hours regular time 8 hours Overtime	4 hours overtime

Note: Mary will enter working hours into EASE making sure to denote when she takes her daily lunch break.

### Scenario 3:

- Mary schedules this week of vacation 2 weeks in advance.
  - Mary must exhaust compensatory leave, annual leave, then other leave excluding sick leave until the 40 hours is met which represent her normal work schedule.



## Arkansas Department of Veterans Affairs

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



Note: Mary goes on Leave without Pay in the event she has zero leave on the books, excluding sick leave.

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
6:30 am -7 pm	Off	Off	6:30 am -7 pm		6:30 am -7 pm	6:30 am - 10:30 am
12 hours Comp time			12 hours Annual Leave		8 hours Birthday Leave	4 hours Holiday Leave

### **Scenario 4:**

- Mary is asked to work Thursday instead of Wednesday – same hours.
  - Mary is not required to enter leave for Wednesday since the Agency has asked her to modify her schedule.
  - Mary earns a 40-hour week.

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
6:30 am -7 pm	Off	Off	6:30 am -7 pm	6:30 am -7 pm	6:30 am -7 pm	6:30 am - 10:30 am
12 hours regular time			Nothing Entered	12 hours regular time	12 hours regular time	4 hours regular time

### **Scenario 5:**

- Mary worked Sunday, then told her manager she could not work the rest of the week.
  - Mary has 12 hours of time entered for Sunday.
  - Leave must be entered for 28 hours.

Note: If Mary has compensatory time on the books, it is to be used first. The supervisor will ask Mary to provide additional information to determine what type of leave is eligible. In addition, if Mary is asking for sick leave, a doctor’s statement may be requested.

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
6:30 am -7 pm	Off	Off	6:30 am -7 pm		6:30 am -7 pm	6:30 am - 10:30 am
12 hours regular time			12 hours of Leave must be entered		12 hours of Leave must be entered	4 hours of Leave must be entered



## Arkansas Department of Veterans Affairs

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



### Scenario 6: (example of falsified time sheet)

- Mary worked Sunday, then told her manager she could not work the rest of week.
  - Mary has 12 hours of time entered for Sunday.
  - Mary entered 24 hours of leave for Monday and 4 hours of leave for Tuesday.

Note: Falsification of a time sheet violates State policy and is grounds for disciplinary action, up to and including termination. The entry below is unacceptable.

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
6:30 am -7 pm			6:30 am -7 pm		6:30 am -7 pm	6:30 am - 10:30 am
12 hours regular time	24 hours of leave entered	4 hours of leave entered	Nothing entered		Nothing entered	Nothing entered

See ADVA policy in detail: [www.veterans.arkansas.gov](http://www.veterans.arkansas.gov); ADVAP 2-3

### **Position used less than 40 hours per week**

For employees hired to complete a schedule less than 40 a week, communication must occur with HRS to ensure the master data for the person is establish correctly to accrue time accurately, receive credit for retirement, and eligibility for benefits.

### **Job Postings**

The recruiting activities ADVA performs include but are not limited to job postings. Job postings are currently made on the state website, [www.arstatejobs.com](http://www.arstatejobs.com), as well as appropriate newspapers, and other publications. The minimum requirements for any job are posted and must be met without exception. Additional job postings are made on the agency intranet 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 rate of pay shall be increased up to 10%. If the new rate of pay falls below the entry level, the salary is adjusted to the entry pay level. An employee's



## Arkansas Department of Veterans Affairs

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



rate of pay after promotion cannot exceed the maximum pay level of the grade. An employee who is demoted for cause or voluntarily solicits a demotion of one or more grades, the employee's pay rate shall be calculated as follows:

- For a demotion to a position of a lower grade on the same pay plan, the employee's rate of pay shall be decreased up to 10%. If the new rate of pay falls below the entry level, the salary is adjusted to the entry pay level. An employee's rate of pay after promotion cannot exceed the maximum pay level of the grade.

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.

See ADVA policy in detail: [www.veterans.arkansas.gov](http://www.veterans.arkansas.gov); ADVAP 2-10

### 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. Pay is automatically deposited directly into an account which the employee has designated. Remuneration statements (formerly known as "paystubs") may be accessed through this system at <http://www.arkansas.gov/ADVA/EASE/>.

Your supervisor and or time keeper will assist you in contacting HRS to secure a required password. This password is required to complete timesheets and to enter leave requests.

## EMPLOYEE REGULATIONS

### Attendance and Absenteeism

- Employees are expected to regularly and consistently be at their workstations at the designated time their work begins, unless on approved leave.
- Employees must notify their supervisors in advance if they cannot 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 three 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



## Arkansas Department of Veterans Affairs

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



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.

Employees at the Veterans' Homes must produce certificates of illness for 24 hours of absence.

- Supervisors may ask for a doctor's certificate at any time if it is suspected that an employee is abusing Sick Leave. Employees who do not report for work for two consecutive workdays, without contacting his/her immediate supervisor, will be terminated.
- NOTE: The Veterans' Homes must have direct care staff to provide appropriate care and safety to each resident. Therefore, **"NO call, NO Show" is a Class A infraction and warrants immediate dismissal.**

See ADVA policy in detail: [www.veterans.arkansas.gov](http://www.veterans.arkansas.gov); ADVAP 2-3

### Work Schedules, Meal Period and Breaks

Work schedules, meal periods and breaks are scheduled to provide consistent and adequate coverage. Employees are required to report to assigned duty stations 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 meal periods or change workday 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.

Note: For non-exempt employees, meal periods require a time-out and time-in entry on timesheets via EASE.

See ADVA policy in detail: [www.veterans.arkansas.gov](http://www.veterans.arkansas.gov); ADVAP 2-3 and 2-5

### 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 which allows employees, contingent upon supervisory approval, 30 minutes daily, combining both morning and afternoon breaks, to participate in such activities that contribute to maintaining or achieving good physical health. There are restrictions on the use of time, so employees are expected to review the policy and its implementation with their supervisors prior to taking any time.



## Arkansas Department of Veterans Affairs

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



### **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 will result in disciplinary action 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.

See ADVA policy in detail: [www.veterans.arkansas.gov](http://www.veterans.arkansas.gov); ADVAP 2-9

### **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 inclement weather:

If severe weather strikes in the early morning, the State will announce through radio or local television sources if 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 workstations no later than 2 hours from their scheduled starting time. Employees arriving within the 2-hour time period will be given credit for a full day's attendance. Employees arriving after the 2-hour time period 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 Secretary has the discretion to allow employees to leave work early for safety reasons.

See ADVA policy in detail: [www.veterans.arkansas.gov](http://www.veterans.arkansas.gov); ADVAP 2-4

### **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 workday, regardless of whether the employee has a prescription for the drug. 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.

See ADVA policy in detail: [www.veterans.arkansas.gov](http://www.veterans.arkansas.gov); ADVAP 2-15



## Arkansas Department of Veterans Affairs

501 Woodlane Drive Suite 230C

Little Rock, AR 72201

(501) 683-1386 or fax (501) 682-4833



### **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**

Employees are prohibited from working outside, i.e., non-ADVA, jobs during the time they are scheduled to be working for ADVA. Employees are also prohibited from engaging in other employment which create a "conflict of interest" as defined by State law.

ADVA hires full-time employees and expects your employment with ADVA to be your primary job. If secondary employment is desired, complete the Secondary Employment Agreement Form discuss it with your supervisor and obtain approval.

**CONCURRENT EMPLOYMENT:** Concurrent employment occurs when an ADVA employee simultaneously works for two or more state institutions. Under certain circumstances, an employee may also be concurrently employed by the same institution/agency. The employee's combined salary payments from the institution/agency may 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.



## Arkansas Department of Veterans Affairs

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



### Whistle Blower Protection Act

ADVA shall not take adverse action against an employee for communicating in good faith to an appropriate authority the existence of waste of public 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.

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.

See ADVA policy in detail: [www.veterans.arkansas.gov](http://www.veterans.arkansas.gov); ADVAP 2-19

### 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



## Arkansas Department of Veterans Affairs

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



function of your job, and your driving record reflects poor performance.

### **Legal Assistance and Professional Liability**

If you receive any legal process or are served with any claims pertaining to ADVA or your employment with ADVA, please notify Human Resources immediately, so that timely action can be taken. 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 personal changes, such as your name, telephone number, home address, marital status, number of dependents, individuals to notify in case of emergency and so forth.

### **Employee Performance File**

Supervisors should maintain a file of work performance including information concerning Performance Appraisal ratings and recommendations for pay increases, promotions, enrollment in special training courses, disciplinary actions, or any information which may be used as part of the performance evaluation process. Completed and approved performance appraisal documents are maintained in the HRS.

### **Performance Evaluation**

The ADVA administers an employee evaluation and performance increase pay system established by Office of Personnel Management (OPM). This pay-for-performance system is called Performance, Goals, and Compensation System (PCGS).

OPM has determined statewide performance standards called Groups (formerly, "Duty Areas") and Measurements (formerly, "Standards"). The agency management and supervisors will select from the Groups and Measurements to establish the criteria each



## Arkansas Department of Veterans Affairs

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



employee will be evaluated on during the rating period. PGCS establishes the following five rating categories.

**Role Model** – Employee's performance is exceptional and serves as a model for other employees. The employee made a major positive impact on the agency.

**Highly Effective** – Employee's performance consistently surpasses established standards. The employee accomplished tasks and duties above requirements and made a positive impact on the agency.

**Solid Performer** – Employee's performance meets all requirements for the position in a competent and proficient manner. This represents the expected level of performance as established by the agency Secretary or supervisor.

**Needs Development** – Employee's performance periodically falls short of requirements or the employee requires development in the position.

**Unacceptable** – Employee's performance is inadequate and the employee has demonstrated an inability or unwillingness to improve or meet requirements.

All employees, regardless of their hire date, will be rated in April of every year. Employees hired into a position prior to April 1 of each year will receive an evaluation for the rating period and may be eligible to receive a performance increase.

**Distribution:** OPM will provide a normalized distribution curve; however, overall performance evaluation results will be determined by the agency secretary.

**Performance Increases:** Performance increases will be added to the employee's base salary instead of a one-time lump sum payment. Employees compensated at the maximum pay level will receive a lump sum payment. All increases are subject to the availability of funding as determined by the Governor and the Chief Fiscal Officer of the State. Funding and performance results will determine the final percentage increase for each agency. This is typically determined at the end of the fiscal year, or early June.

**Confidentiality:** Performance evaluations are confidential documents and are not to be shared with individuals who do not require access to such records. Any employee found to have violated confidentiality will be subject to disciplinary action up to and including termination.

**Failure to Complete a PE:** A manager who fails to complete an employee's performance evaluation by the designated time may be ineligible for a performance increase or subject to disciplinary action as determined by the agency secretary.



## Arkansas Department of Veterans Affairs

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



**Disciplinary Actions:** An employee who received a written disciplinary action during the rating period is ineligible to receive an overall rating of Highly Effective or Role Model. Each agency has the authority to establish additional restrictions.

**Employees on Inactive Status:** An employee on extended leave without pay, including military leave, will be evaluated and receive an overall score during the same period as other employees. The salary increase will be effective when the employee returns to active pay status and will not be applied retroactively.

See ADVA policy in detail: [www.veterans.arkansas.gov](http://www.veterans.arkansas.gov); ADVAP 2-17

### State Service Awards

Governor's Career Service Recognition Payments are possible for fulltime employees meeting eligibility requirement for years of service beginning at 10 years. Increases occur at 15, 20, and 25 years of service.

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 \$800
- 15 through 19 years of service \$1,000
- 20 through 24 years of service \$1,200
- 25 or more years of service \$1,500
- 

### 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.



## Arkansas Department of Veterans Affairs

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



### Grievance and Complaint Procedures

Employees who avail themselves of the Department’s grievance 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” found on the ADVA Website.

See ADVA policy in detail: [www.veterans.arkansas.gov](http://www.veterans.arkansas.gov); ADVAP 2-2

### 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.

See ADVA policy in detail: [www.veterans.arkansas.gov](http://www.veterans.arkansas.gov); ADVAP 2-2

### Employee Benefits

The State of Arkansas and the Department of Veterans Affairs has assembled some very good benefits for employees and their families. Please consult HRS with questions regarding benefits.

### Legal Holidays

Employees 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



# Arkansas Department of Veterans Affairs

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



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.

Employees who are required to work on a holiday, will receive equivalent time off on another date.

See ADVA policy in detail: [www.veterans.arkansas.gov](http://www.veterans.arkansas.gov); ADVAP 2-3

## Holiday Time

All exempt and "extra help" employees will receive holiday pay if they are in pay status for at least fifteen (15) minutes on their last scheduled workday before the holiday and at least fifteen (15) minutes on the first scheduled workday after the holiday. An employee on leave of absence without pay is not in a pay status and not eligible to receive holiday pay.

An employee with 10 or more days of leave without pay in a calendar month is not eligible for holiday pay, even if the employee is in a pay status fifteen (15) minutes the day before and fifteen (15) minutes the day after the holiday.

All State offices will be closed on the above legal holidays, with the exception of the employee's birthday; however, these closings do not apply to those state offices and employees who are essential to the preservation and protection of the public peace, health and safety.

State offices located in Pulaski County shall 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 shall 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.

1. When a holiday occurs while an employee is on annual or sick leave, that day will be considered a holiday and will not be charged against the employee's annual or sick leave.
2. Employees must work on holidays when the agency secretary determines the needs of the agency require it.
3. An employee who is required to work on a legal holiday will receive equivalent time off on another date. Days off in lieu of holidays worked may be taken at a time approved by the employee's supervisor. (Such time off is to be taken as soon as



# Arkansas Department of Veterans Affairs

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



is practical.)

4. Employees who work a flex schedule earn holiday hours at the same rate as the number of hours the employee was scheduled to work on the holiday.
5. Employees who work less than full-time may take the holiday at a rate proportionately equal to their time worked. For example, if an employee works half-time, a holiday would be granted equivalent to four (4) hours.
6. Holidays which occur on a Saturday will be observed on the preceding Friday. Holidays which occur on a Sunday will be observed on the following Monday.
7. The minimum holiday leave amount an employee can use is fifteen (15) minutes. No smaller amount can be authorized or used.

See ADVA policy in detail: [www.veterans.arkansas.gov](http://www.veterans.arkansas.gov); ADVAP 2-3

## 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 4 <sup>th</sup> year
6 through 12 years	1 Day 4 Hours	18 Days	Completed 5 full years and starting in the 6 <sup>th</sup> year
13 through 20 years	1 Day 6 Hours	21 Days	Completed 12 full years and starting in the 13 <sup>th</sup> year
Over 20 years	1 Day 7 Hours	22.5 Days	Completed 20 full years and starting in the 21 <sup>st</sup> 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



## Arkansas Department of Veterans Affairs

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



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 use annual leave, unless you are in use or lose annual leave situation at the end of the calendar year.

See ADVA policy in detail: [www.veterans.arkansas.gov](http://www.veterans.arkansas.gov); ADVAP 2-3

### **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.

Eligible employees will 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 scheduled workdays. 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



## Arkansas Department of Veterans Affairs

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



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 three (3) or more consecutive days, you must furnish a certificate of illness from an attending physician; however, 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. In addition, a request for supporting documentation for a member of your immediate family can be requested by your supervisor.

Veterans' Homes require certificate of illness for 24 hours or more of absence.

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, via EASE, when requesting sick leave in advance or within 2 working days after returning to work after non-scheduled use of sick leave.

See ADVA policy in detail: [www.veterans.arkansas.gov](http://www.veterans.arkansas.gov); ADVAP 2-3

### **Service Connected Disability**

All state agency employees who have been rated by the United States Department of Veterans Affairs or its predecessor to have incurred a military service-connected disability and have been scheduled to be reexamined or treated for the disability shall be entitled to a leave of absence with pay.

The employee shall be entitled to his or her regular salary during the time the employee is away from his or her duties during the leave of absence. The leave with pay may not exceed 6 days for the purpose specified in this law during any one calendar year. The leave of absence shall be in addition to the regular annual leave and sick leave allowed to the employee.

During the leave of absence allowed under this law, the employee shall be entitled to preserve:

1. All seniority rights, efficiency or performance ratings, promotional status, retirement



## Arkansas Department of Veterans Affairs

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



privileges, and life and disability insurance benefits; and  
2. Any other rights, privileges, and benefits to which he/she has become entitled.

For computation purposes to determine whether the employee may be entitled to retirement benefits, the period of the leave of absence shall be deemed continuous service. The state agency shall continue to contribute its portion of any life or disability insurance premiums during the leave of absences on behalf of the employee, if requested, so that continuous coverage may be maintained.

### **Military Leave**

If you are regular, full-time 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 re-employment 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.



## Arkansas Department of Veterans Affairs

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



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

### **Maternity Leave**

An employee may request catastrophic leave to receive paid maternity leave. If an employee is eligible for both catastrophic leave for maternity purposes and family medical leave for maternity purposes, the two shall run concurrently.

Accumulated sick leave and annual leave, if requested by the employee, shall be granted for maternity leave, after which LWOP may be requested.

Any employee may elect to take a leave of absence without pay, without exhausting annual and sick leave for pregnancy and after the birth of the child.

ADVA allows for twelve weeks of unpaid leave. Absences during the pregnancy must be documented by a health care provider's certifications.

An employee on leave of absence without pay shall not accumulate leave time, participate in agency group insurance programs to which the state contributes, or receive pay for any legal holidays. Any employee must work (or use accrued leave) a minimum of 10 hours per pay period to ensure the State's matching portion is paid.

Employees in LWOP status may continue to participate in the health insurance plan but must pay the entire health insurance premium and basic life insurance cost, including the State contribution, directly to Employee Benefits Division (EBD).

See ADVA policy in detail: [www.veterans.arkansas.gov](http://www.veterans.arkansas.gov); ADVAP 2-3 and 2-14

### **Court and Jury Leave**

If you serve as a juror or you are subpoenaed as a witness to give a deposition or testimony in court or at a 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 your 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



## Arkansas Department of Veterans Affairs

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



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.

See ADVA policy in detail: [www.veterans.arkansas.gov](http://www.veterans.arkansas.gov); ADVAP 2-16

### **Leave Without Pay (LWOP)**

Except as otherwise provided in this Handbook or other ADVA policies, 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



## Arkansas Department of Veterans Affairs

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



information.

You may apply to take extended LWOP by submitting a request form to your immediate supervisor who will present it to the ADVA Secretary for approval. Time off on leave without pay may not exceed 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 you continue to leave and receive pay for holidays for Exempt employees.

This rule, however, does not prevent you from paying the premium cost of your group insurance. During LWOP, an employee may continue health insurance coverage by paying 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.

See ADVA policy in detail: [www.veterans.arkansas.gov](http://www.veterans.arkansas.gov); ADVAP 2-3

### **Catastrophic Leave Bank Program**

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 their spouse, parent, or child who 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 other leave such as 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 HR staff.

A committee of OPM employees reviews the applications for catastrophic leave and makes a recommendation to the Secretary based on the information submitted. The catastrophic leave committee must be good stewards of those donations and make awards of catastrophic leave in a most frugal manner. HRS will notify the applicant of approval or disapproval of their request.



## Arkansas Department of Veterans Affairs

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



You may voluntarily donate earned annual and sick leave to the Catastrophic Leave Bank for use by eligible employees. The donation cannot reduce your annual and/or sick leave combined total to less than 80 hours except in the case of death, retirement or termination. To donate leave time, the employee must secure the necessary forms from their HR staff, complete the forms and return it to the timekeeper before the adjustment can be made. See ADVA policy in detail: [www.veterans.arkansas.gov](http://www.veterans.arkansas.gov); ADVAP 2-14

### **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.

If you are injured on the job, you must immediately report the injury to your supervisor. Failure to report injuries in a timely manner may jeopardize receipt of Workers' Compensation benefits. 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. See ADVA policy in detail: [www.veterans.arkansas.gov](http://www.veterans.arkansas.gov); ADVAP 2-7

### **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 Agency.

Specifically, the Agency 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.

The Agency 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 Agency that an accommodation is needed to participate in the application process,



## Arkansas Department of Veterans Affairs

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



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 where employees may, on a voluntary basis, authorize a designated portion of their 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 upon approval of a "hardship" request. As a new employee, you will be automatically enrolled into the Arkansas Diamond Deferred Compensation Plan with a 3% automatic deduction.

### **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



## Arkansas Department of Veterans Affairs

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



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 and contributory plan, depending on an employee's date of hire. Employees hired before July 1, 2005 are under the non-contributory plan, meaning there is no contribution made by the employee and ADVA pays the entire contribution amount on behalf of the employee. Employees hired after July 1, 2005 are under the contributory plan and are required to contribute 5% of their annual salary to APERS; ADVA contributes the rest of the premium.

Under APERS, employees 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.

### **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.



# Arkansas Department of Veterans Affairs

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



## Chemical Right-to-Know

To minimize exposure to dangerous chemicals and protect the health, safety and welfare of our staff, employees have the right to training and information concerning hazardous chemicals, if any, that they are expected to use on the job. 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.

## 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 Secretary
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



## Arkansas Department of Veterans Affairs

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



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



# Arkansas Department of Veterans Affairs

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



**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 Secretary and OPM
Establish selection priorities based upon projected turnover and assessment of availability of qualified minority and female job applicant	ADVA Human Resources Manager	Annually	ADVA HR Manager gathers pertinent data and reports findings for necessary action to ADVA Secretary
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 Secretary
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



# Arkansas Department of Veterans Affairs

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



**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 Secretary, Administrators, ADVA Human Resources Manager, OPM	Continuous	Report to ADVA Secretary 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



# Arkansas Department of Veterans Affairs

501 Woodlane Drive Suite 230C

Little Rock, AR 72201

(501) 683-1386 or fax (501) 682-4833



<p>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</p>	<p>Office of Personnel Management and ADVA Human Resources Manager</p>	<p>Continuous</p>	<p>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</p>
---	--	-------------------	---

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

ACTION	RESPONSIBILITY	TARGET DATE	EVALUATION METHOD
<p>All applications will be routed through the Human Resources Office</p>	<p>Administrators, Managers, Supervisors, and ADVA Human Resources Manager/HR Specialist</p>	<p>Continuous</p>	<p>Records of job applications received will be maintained by the ADVA HR Manager/HR Specialist</p>
<p>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</p>	<p>Administrators, Managers, Supervisors, and ADVA Human Resources Manager/HR Specialist</p>	<p>Continuous</p>	<p>ADVA HR Manager/HR Specialist will maintain records of referrals, and resulting decisions. Files made available upon request</p>



# Arkansas Department of Veterans Affairs

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



**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 Secretary

**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



# Arkansas Department of Veterans Affairs

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



**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 Secretary 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 Secretary

**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 Secretary



# Arkansas Department of Veterans Affairs

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



**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 Secretary
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



# Arkansas Department of Veterans Affairs

501 Woodlane Drive Suite 230C

Little Rock, AR 72201

(501) 683-1386 or fax (501) 682-4833



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 Secretary, HR Management, and Office of Personnel Management	Continuous	New procedures reviewed and approved as needed
Provide employees information on EEO complaint process and grievance process	ADVA Human Resources Manager	Continuous	ADVA Human Resources Manager
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



# Arkansas Department of Veterans Affairs

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



## Receipt of Employee Handbook/ Acknowledgement of ADVA Policies

This handbook is provided to help employees better understand the agency, how it operates, and what is expected 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 and their families living in the State of Arkansas.

Please read this orientation booklet thoroughly. It will be used during on-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](http://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.

Were you give two hours during orientation to read this handbook? Circle one: Yes or No

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Human Resource Services Signature

\_\_\_\_\_  
Date



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



**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 workplace 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

\_\_\_\_\_  
 Human Resource Services Signature

\_\_\_\_\_  
 Date



# Arkansas Department of Veterans Affairs

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



## 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.

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

\_\_\_\_\_  
Human Resource Services Signature

\_\_\_\_\_  
Date



# Arkansas Department of Veterans Affairs

501 Woodlane Drive Suite 230C

Little Rock, AR 72201

(501) 683-1386 or fax (501) 682-4833



## Internet, E-Mail, General Computer and Cell Phone 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. Examples of inappropriate or unacceptable use include but are not limited to the following:

- 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.

The Department Secretary will be the final decision-maker in determining whether specific conduct constitutes inappropriate or unacceptable use of technology. Any doubt as to whether contemplated conduct violates this policy should be discussed with your supervisor or HRS.

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

\_\_\_\_\_  
Human Resource Services Signature

\_\_\_\_\_  
Date



# Arkansas Department of Veterans Affairs

501 Woodlane Drive Suite 230C

Little Rock, AR 72201

(501) 683-1386 or fax (501) 682-4833



## ACKNOWLEDGEMENT 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

\_\_\_\_\_  
Human Resource Services Signature

\_\_\_\_\_  
Date



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



## 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

---

Human Resource Services Signature

---

Date

**Note to Supervisor/Manager:** After the initial orientation, 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.



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



## **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
Human Resource Services 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.



# Arkansas Department of Veterans Affairs

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



## 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

---

Human Resource Services Signature

---

Date