



**E M P L O Y E E  
H A N D B O O K**  
Office of Human Resources

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# Welcome to the Employment Department!

You have joined a highly skilled and dedicated team at the Employment Department (OED). Our talented and diverse staff is a valuable and important resource for employers and job seekers across the state. Your unique skills and contributions are very important in helping the Employment Department provide services to our fellow Oregonians and achieve our major program goals.

The Office of Human Resources (OHR) developed this handbook to provide you a general orientation to the agency. This handbook is just a start at giving you important information about our department and the work that you and many others will do here at OED.

If you have questions or concerns, please talk with your supervisor. Your direct supervisor is your best source of information concerning your specific job, your unit, and your program area. Another good source of information is our Office of Human Resources.

You have a variety of resources available to assist you at the Employment Department. Please take advantage of all of these. As you learn more about our agency, you are encouraged to share suggestions and concerns with your supervisor or others in management. We believe you will find your work here important, stimulating, and rewarding.

Thank you for choosing the Employment Department as a place to begin or continue your career. We trust that you will have a successful experience within the agency and state government.

*Office of Human Resources*

# Foreword

The Office of Human Resources (OHR) publishes this Employee Handbook to provide employees with a summary of policies, practices, rules and collective bargaining agreements. Practices may differ for employees in management or executive service and employees represented by SEIU or AFSCME labor unions. Also, different rules may apply to limited duration, seasonal, temporary, and part time employees. Statements in the Handbook may be amended or deleted at any time without notice.

Contact the Office of Human Resources at (503) 947-1289 if you need help with locating materials that form the basis for this Handbook or if you have questions or suggestions. The Office of Human Resources is located on the first floor in the central office of the Employment Department at 875 Union St NE, Salem, OR 97311. Most of the documents used to develop this Handbook are available through the Human Resources link in EDWeb, OED's internal website. The site contains information on onboarding new employees, benefits and payroll, affirmative action, performance management and all employment-related forms. The State of Oregon website also has a significant amount of information for you at: [www.oregon.gov/pages/how\\_do\\_i\\_employee.aspx](http://www.oregon.gov/pages/how_do_i_employee.aspx)

The Office of Human Resources supports central and field office managers and employees with consultation on grievances and disciplinary actions, recruitment and selection, personnel administration, payroll and benefits administration, staff training and development, non-discrimination and affirmative action, cultural competency and diversity. This section serves as

liaison between the Department and the Department of Administrative Services (DAS) in responding to Chief Human Resources Office (CHRO) statewide Audits, Classification Studies, Labor Relations Administration, and the Collective Bargaining. The section also supports OED statewide Labor Management Committee, and the OED Equity & Inclusion Council with advice and staff work. OHR also provides Training and Development services to OED employees; and works closely with the Worker's Compensation function of the Department.

If your position is represented by a union, either Service Employees International Union (SEIU) or American Federation of State County and Municipal Employees (AFSCME), you may also want to contact your union steward for information.

This Handbook does not represent a contractual agreement with employees. Nothing in this Handbook modifies employee rights and benefits as described in policies, rules and union contracts or limits the discretion of OED.

The Employment Department is an equal opportunity employer and as such does not discriminate in the provision of its services on the basis of race, color, religion, sex, national origin, age, disability, political affiliation or belief, citizenship, marital status or sexual preference. Auxiliary aids and services are available upon request to individuals with disabilities. **All ADA accommodation requests should be directed to the Office of Human Resources, at (503) 947-1289.**

# Agency Mission

The mission of The Oregon Employment Department is to **Support Business and Promote Employment**

## *How we accomplish that mission:*

- Support economic stability for Oregonians and communities during times of unemployment through the payment of unemployment benefits.
- Serve businesses by recruiting and referring qualified applicants to jobs, and provide resources to diverse job seekers in support of their employment needs.
- Develop and distribute quality workforce and economic information to promote informed decision making.
- Adjudicating citizen business disputes with agencies.



# Strategic Plan 2014 – 2019

## Summary

### OUR GOALS & OBJECTIVES

- Goal 1: Provide an effective unemployment insurance system for workers, businesses and communities.**
- Improve customer service to people seeking unemployment insurance benefits and to employers.
  - Increase the integrity of benefit payments and tax collections.
  - Improve communications with the public.
  - Improve return to work efforts by guiding claimants to resources across the Workforce system.
  - Modernize Unemployment Insurance division business services and technology infrastructure.
- Goal 2: Connect businesses and job seekers to foster a vibrant economy in Oregon.**
- Connect employers with skilled workers on a timely basis.
  - Provide job seekers with access to a variety of tools to help increase their skill sets.
  - Provide targeted populations of job seekers with enhanced services to become more employable.
  - Support key industry sectors so they can grow and thrive.
  - Optimize services for all customers across the WorkSource system through integration of state and local resources.
- Goal 3: Collaborate with the Department of Community Colleges and Workforce Development to transform Oregon's talent development system.**
- Implement the Workforce Innovation and Opportunity Act (WIOA).
  - Provide resources and expertise to support the Oregon Workforce Investment Board (OWIB) in redefining and strengthening its mission.
  - Research, develop, and implement innovative and best practices.
  - Implement and manage Oregon's workforce performance management system.

### GUIDING PRINCIPLES

How OED behaves and conducts business is crucial to the success of the department and the entire workforce system. Working with customers, partners, stakeholders and advisors, OED commits to the following guiding principles:

**Openness, trust and integrity** – Set high ethical and professional standards at all times. Build and maintain relationships based on honesty, respect, fairness and a commitment to open dialogue and transparency.

**Quality with agility** – Be passionate about delivering quality information and service. Strive to replicate success, learn from mistakes and actively pursue creative approaches that lead to continuous improvement and innovation. Be flexible and nimble, responding quickly to changing economic needs.

**Delighting the customer** – Identify the needs of Oregonians and provide uncompromising service with efficiency, accountability and a helpful attitude. Find what we can do to overcome barriers and help our customers, rather than focusing on what cannot be done. Remember that coworkers are customers too.

**Teamwork with responsibility** – Encourage individual ownership and effort, but work as a team, valuing the expertise, insights, individuality and contribution of all colleagues. Understand that we are funded by taxpayers and have a relentless responsibility to provide value to Oregonians every day.

**Humor, fulfillment and inclusion** – Cultivate a safe, healthy, family-friendly work environment that encourages personal growth and provides opportunities for everyone to succeed. Embrace humor as a vital part of workplace culture, and honor the desire to do meaningful and satisfying work. Allow the diversity of our staff, customers and stakeholders to enhance the service we provide to the people of Oregon.

# Support Business Promote Employment



- Goal 4: Collect labor market data and provide analysis that informs the decisions of the workforce system, including the Oregon Employment Department (OED), businesses, job seekers and families.
- a) Support the identification, implementation, and operation of Oregon's future workforce areas and Local Workforce Investment Boards (LWIBs).
  - b) Develop, analyze, and publish the workforce system performance measures and related information needed by Oregon policy makers.
  - c) Give the Oregon Employment Department, the Oregon Workforce Investment Board, and the Local Workforce Investment Boards the information, analysis, and support they need to make good, data-based decisions.
  - d) Help young people and their parents, teachers, and counselors better understand workforce trends and the needs of businesses.
- Goal 5: Strengthen department performance through adopting efficient and innovative business practices and inspiring staff for exceptional customer services.
- a) Improve performance and continuity among OED employees through skill development and succession planning.
  - b) Assist in achieving strategic goals through communication and outreach, both internally and externally.
  - c) Improve support services and create transparency in business operations for all program areas.
  - d) Rejuvenate the department through streamlining business operations, transforming customer service and maximizing technology infrastructure.

# Our Organization

Please use the link below to access the current organization chart for the agency:

[http://edweb2.emp.state.or.us/news/index.php?option=com\\_content&view=article&id=5709&Itemid=619](http://edweb2.emp.state.or.us/news/index.php?option=com_content&view=article&id=5709&Itemid=619)

## Organization Overview

The Oregon Employment Department was created and made a State Department in 1993. The Department is an active partner in the development of the State's workforce. The mission of the Employment Department is to support business and promote employment through developing a diversified, multi-skilled workforce; serving businesses by recruiting and referring qualified applicants to jobs; providing resources to diverse job seekers in support of their employment needs; developing and distributing quality workforce and economic information to promote informed decision making; and by providing support during periods of unemployment. Through forty-one WorkSource Centers across the state, the Business & Employment Services (B&ES) Division serves job seekers and employers by helping workers find suitable employment and providing qualified applicants for employers. Through the two Regional Unemployment Insurance Centers, the Unemployment Insurance (UI) Division of the Department also provides unemployment insurance benefits to workers temporarily unemployed through no fault of their own. The Workforce and Economic Research Division (WERD) supplies statewide and local labor market information to policy makers across the state. Additionally, the Employment Department's Office of Administrative Hearings provides an independent and impartial forum for citizens and businesses to dispute state agency action against them through a contested case hearings process.

The Employment Department's organization structure is comprised of four major areas:

## Director's Office

**The Executive Team** includes Division, Section, and program Managers that report directly to the Director or Deputy Director. The Executive Team is comprised of the Director, Deputy Director, Chief Administrative Officer, Assistant Director for the Business and Employment Services Division, Assistant Director for the Unemployment Insurance Program Division, Chief Financial Officer, Human Resources Manager, Chief Information Officer, Communications Manager, Workforce and Economic Research Administrator, Legislative Manager, Chief Administrative Law Judge, and the Internal Auditor attends as part of his/her impartial oversight of the agency. This team sets policy and operational guidelines for the agency.

Sections and programs not falling within the responsibility of an Assistant Director but reporting directly to the Director or Deputy Director include:

**The Legislative Affairs & Communications Section** serves as the information contact between the Employment Department and the press, interested citizens and agency employees. Its purpose is to articulate the mission of the Employment Department, educate the Department's customers about programs and services, and promote effective communication that results in the Department being seen as responsive and customer-oriented. This unit produces publications

and videos that inform Oregonians of the Department's programs and services, employee communication and news releases, and provides training to staff on communication skills and issues.

**The Legislative/Rules Coordination Program** is staffed by a Legislative Manager. This position is responsible for legislative concept development, preparation of testimony, analysis, evaluation and monitoring of proposed Legislation that affects the Department and/or its services as the bills move through the legislative process. These positions also coordinate the development and approval process of new and revised Administrative Rules in response to changes in State and Federal laws, program regulations and policies.

**The Financial Services Section** collects, analyzes and publishes fiscal and economic data to support the development of policy and informed resource allocation decisions and researches and develops effective ways to improve the Department's ability to achieve its mission and goals through performance measurement, strategic planning, and continuous improvement strategies.

It also provides actuarial analyses of unemployment insurance benefit levels, tax collections and Trust Fund reserves; and coordination of the UI portion of the agency's Federal budget request. The Financial Services Section includes the Accounting, Budget, and Contracts and Procurement Unit. These units administer vendor payments, travel reimbursement, purchasing of supplies and equipment.

**The Information Technology Services (ITS) Section** provides computer support to all parts of the agency through acquisition, installation, maintenance, programming, mainframe and database services, Internet services and support, and information systems trouble shooting.

**The Office of Human Resources (OHR)** supports central and field office managers and employees with consultation on grievances and disciplinary actions, recruitment and selection, personnel administration, payroll and benefits administration, staff training and development, non-discrimination and affirmative action, and cultural competency and diversity. This section serves as liaison between the Department and the Department of Administrative Services (DAS) in responding to Chief Human Resources Office (CHRO) state-wide Audits, Classification Studies, Labor Relations Administration, and Collective Bargaining. The section also supports the OED statewide Labor Management Committee (a.k.a. Worksite Committee), and the OED Equity & Inclusion Council with advice and staff work. OHR also provides the training and implementation of the DAS Statewide Policies: ADA and Reasonable Accommodation in Employment, Number 50.020.10, Discrimination and Harassment Free Workplace, Number 50.010.01 and Maintaining a Professional Workplace, Number 50.010.03.

**The Internal Auditor** independently examines and evaluates the adequacy and effectiveness of the Department's internal control system and its overall quality of performance. The Internal Au-

ditor plays a valuable role in assisting the Executive Team in fulfilling their responsibilities and helping the agency achieve its strategic business objectives, improving the organization's operations and risk management, control and governance processes. The Internal Auditor furnishes the Executive Team with analyses, appraisals, recommendations, and information regarding the Department's processes, procedures, and operations. Operations throughout the Department are reviewed at appropriate intervals to determine whether they are efficient and operated in accordance with management instructions, federal and state laws, regulations, policies, and procedures. Internal audits also evaluate whether resources are adequately protected; programs, plans, and objectives are achieved; and quality and continuous improvement are fostered in the Department's control process.

**Universal Access Coordinator** staff the Methods of Administration (MOA) for the Workforce Investment Act. As a condition to the award of financial assistance under Title I of the WIA, the State has the obligation to establish and assure equal opportunity and to prohibit discrimination. The MOA identifies the role of the State Equal Employment Opportunity Officer and local and regional EEO Coordinators in local and state compliance with EEO laws and regulations. These positions oversee programs and activities, employment services, and resolution of complaints specific to One-Stop partners and within the One-Stop delivery system.

Other **Support Units** that are associated administratively with the Employment Department include the Employment Appeals Board, the Employment Advisory Council, Veteran's Employment & Training Services, and the local Oregon Employer Councils.

### **Office of Administrative Hearings**

(OAH, previously the Hearing Officer Panel) was created by the Oregon Legislature within the Employment Department in 1999. Its role is to provide an independent and impartial forum for citizens and businesses to dispute state agency action against them. Previously, employees of the agencies themselves heard these cases. By statute, administrative law judges of the OAH are required to be "impartial in the performance of [their] duties and shall remain fair in all hearings." Oregon is now the 22nd state in the nation with an independent central panel of administrative law judges.

## **Unemployment Insurance (UI) Program Division**

The Administrator of the Unemployment Insurance (UI) Program Division oversees UI Benefits, UI Tax, UI Programs and Methods, and two Regional Unemployment Insurance Centers.

**The UI Benefits Section** is responsible for operating special benefit programs; examining and adjudicating centralized claims issues; recovering benefit overpayments; providing technical and clerical support to field office unemployment claims programs; processing certification reports from claimants; issuing unemployment checks to eligible individuals; and providing for Department record retention and recovery. The Benefits Section is also responsible for processing interstate claims and claims generated by

the Trade Act program. Each person within the UI system protects the integrity of the UI program

**The UI Tax Section** is responsible for assessing and collecting employer payroll taxes which are used to fund unemployment insurance benefit payments and for managing claimant wage record information. Each person within the UI system protects the integrity of the UI program.

**The UI Programs and Methods Section** has functional authority over, and responsibility for, developing and implementing Unemployment Insurance (UI) programs; provides UI program staffing and workload analyses; and advises the Director on proposed and implemented Federal and State regulations. Programs and Methods staff develop, implement, monitor and audit policy and procedures in conformance with State and Federal law to ensure quality service delivery to all customers statewide. Each person within the UI system protects the integrity of the UI program.

**The Unemployment Insurance Center Section** is responsible for the operations and management of the two Unemployment Insurance Centers: Beaverton, and Bend. These Unemployment Insurance Centers provide telephone and online unemployment insurance claims services for Oregonians who are temporarily unemployed through no fault of their own. Each person within the UI system protects the integrity of the UI program.

### **Business and Employment Services (B&ES) Division**

The Assistant Director for Business and Employment Services Division is responsible for the Department's network of WorkSource Centers orga-

nized into four Regions that are divided into districts that coincide with the administrative districts established by the Workforce Quality Council. “WorkSource Oregon” is the delivery system for B&ES Division employment services. The B&ES Division has forty-one WorkSource Centers that provide a labor exchange between individuals seeking work, and employers with jobs to fill. Employment services include screening, intake, assessment and eligibility determination; intensive job search training; job development; referral to classroom or on-the-job training opportunities; the use of Job and Career Centers that provide software and computers for writing resumes and accessing the iMatchSkills® job matching system. Reference materials designed to help job seekers; and promote job placement are also available. Employers are assisted in identifying job requirements, listing their openings, and finding qualified workers for their jobs. Labor market information is provided to prospective and current employers, the community, and job seekers. The employment services are free and available for anyone authorized to work in the United States.

**The Employment Services (ES) Program** maintains the Oregon Employment Department’s labor exchange activities. The B&ES Program collaborates with many workforce partner agencies, including Oregon Community Colleges and Workforce Development Department (CCWD), and Workforce Investment Act (WIA) service providers. Together with these organizations we are part of WorkSource Oregon (WSO). The B&ES Program supports all WSO staff as they perform their work across the state. Our two main customer groups are employers and job seekers. We provide a public labor exchange where employers can find the workers they

need and job seekers can gain employment. The B&ES Program also serves special customer groups with specific programs. Several of these groups are Veterans who served in the US military, people with disabilities, and migrant and seasonal farm workers. The B&ES Program actively endeavors to extend employment services to all of Oregon’s ethnic and cultural groups. Other major programs administered by the B&ES Program include: Claimant Reemployment; Reemployment & Eligibility Assessment; Self Employment Assistance; Trade Adjustment Assistance; Work Opportunity Tax Credit; Foreign Labor Certification; and Temporary Agricultural Labor Certification.

The Oregon Employer Council (OEC) is a 30 year-old nonprofit corporation with 21 chapters around Oregon dedicated to fostering the partnership between Oregon employers and the Oregon Employment Department. Volunteer employer representatives enable Oregon employers and the Oregon Employment Department to identify and address local, regional, state and national workforce challenges. OEC members advise the agency on programs, labor market information, workforce needs, dependent care issues, and other topics relevant to business. This alliance results in improved government services and an open door to the Employment Department for any businessperson.

## **Workforce and Economic Research Division**

Provides statistical and economic information to the various units of the Employment Department, the U.S. Department of Labor, State and local governmental agencies, labor and management organizations, private industries, the media, and individuals.

# Policy Overview

## Affirmative Action

The Employment Department's Affirmative Action Plan outlines the Department's efforts to achieve equal employment opportunity. The plan contains goals and timetables in compliance with applicable federal and state requirements. To view the latest Affirmative Action Plan visit the Office of Human Resources folder in EdWeb, or [http://edweb2.emp.state.or.us/news/index.php?option=com\\_docman&view=list&slug=affirmative-action&Itemid=591](http://edweb2.emp.state.or.us/news/index.php?option=com_docman&view=list&slug=affirmative-action&Itemid=591)

Management personnel at every level share in the responsibility for promoting affirmative action and equal employment opportunity to ensure compliance is achieved.

## Confidentiality

Confidentiality is a matter of the highest priority at the Employment Department. Many employees have access to sensitive information pertaining to UI benefit recipients, job seekers and employers. Federal and state laws and the Employment Department require strict confidentiality of such information.

Employees may not disclose or release any information from or about anyone unless it is necessary to provide benefits, or has been authorized in writing by the individual. Unauthorized access, disclosure or release of records may result in disciplinary action and/or penalties as described by law.

**All** employees are required to be familiar with these requirements and to sign the Commitment to Confidentiality document.

## Conflict of Interest/Ethical Behavior

It is essential that public employees provide services fairly and impartially to all in a professional and ethical manner. Employees are prohibited from taking any action that could result in private financial or personal gain

for themselves, any member of their family, or any business with which they or members of their family are associated. As a public employee, it is necessary to avoid even the appearance of a conflict of interest. Always consult with your supervisor for guidance on this issue. Providing preferential services to anyone is considered a conflict of interest and/or a violation of public trust. Employees may not provide services to themselves, family members or friends and personal connections.

## Harassment

The Employment Department does not tolerate harassment. It is the responsibility of supervisors at all levels to ensure that a harassment-free environment exists throughout their work areas.

Supervisors, male or female, shall not use their authority to solicit subordinates for sexual favors or make unwelcome sexual advances; nor shall any supervisor, employee, volunteer, trainee, agent, customer, or vendor create an intimidating, hostile, or offensive working or training environment because of the sex, race, color, marital status, sexual preference, national origin, disability, or religion of another person.

## Non-Discrimination

The Employment Department is an equal employment opportunity employer, committed to a diverse workforce with equal opportunity programs. It will administer its human resources policies and conduct employment practices in a manner that treats each employee, applicant for employment, or volunteer on the basis of merit, experience, and other work-related criteria, without discrimination because of race, color, religion, sex, sexual orientation, national origin, age, disability, or any other non-work related status as required by federal and state laws or rules, municipal ordinance, or appropriate collective bargaining agreement. These principles also apply to our dealings with contractors and vendors, and the job seekers and employers who use our services.

## Persons with Disabilities

The Employment Department employs people with disabilities and makes reasonable accommodations for applicants, employees, and volunteers who are qualified disabled persons as defined by the Rehabilitation Act of 1973, the Americans with Disabilities Act of 1990, Amendments to the Americans with Disabilities Act signed into law on September 25, 2008 and Oregon Law. Persons with mental and/or physical disabilities are encouraged to make requests for reasonable accommodations to the Office of Human Resources. At 503-947-1289.

## Valuing Diversity

The Employment Department values diversity. The Department works to eliminate cultural barriers to job performance and customer service including a) celebrations of cultural events, b) publications and services to limited-English-proficiency customers, c) a diversity library for employees, and d) cultural diversity training.

Additionally, the Employment Department has a **Equity & Inclusion Council**. This group is an internal 10 member group of employees of the Employment Department that act as an advisory group to the OED Executive Team and make recommendations to develop work plans and

strategic actions that will provide a positive work and learning environment for all employees by promoting awareness of diversity and cultural differences, creating an atmosphere conducive to job satisfaction and in turn lead to more effective service to the diverse populations we serve. For more information visit the Equity & Inclusion Council's page in EDWeb under News or, [edweb2.emp.state.or.us/news/index.php?option=com\\_content&view=article&id=1406&Itemid=228](http://edweb2.emp.state.or.us/news/index.php?option=com_content&view=article&id=1406&Itemid=228)

## Opportunities

The Employment Department publishes all its job openings on the internal website (EDWeb) and encourages current employees to apply for opportunities to transfer or promote within the Department. Additional opportunities may be announced to do a special assignment or job rotation; these enable employees to sample a different job without losing their current position. In addition, employees have access to information about job openings in all state agencies; some of which are available only to current state employees.

The Employment Department encourages staff to take full advantage of trainings, mentoring, supervisory coaching and help from peers and other resources to prepare themselves for future opportunities.

# Outside Activities

**Civic organizations** - The Employment Department supports employee involvement in community activities. Membership and leadership in civic organizations are encouraged. Employees are to ensure that non-work related activities take place during non-work hours.

**Outside employment** - Employment with other organizations is acceptable as long as that employment does not interfere with agency time or require use of agency resources. It may be a conflict of interest to work for individuals or companies that currently are doing business with the Employment Department. If you choose to work another job, consult with your supervisor to avoid any potential conflict of interest. Please be mindful of the appearance of a potential conflict and consult your supervisor if you have any questions.

**Political** - Employees are free to pursue individual political activities during non-working hours. The federal Hatch Act does impose certain restrictions on state employees that may prevent a person from running as a candidate in some elections.

# Complaint Procedures

We value a healthy workplace and encourage Department staff and volunteers to exercise internal options available to them for seeking relief from alleged discrimination and harassment. Misunderstandings or conflicts can arise in any organization. To ensure effective working relationships, it is important to resolve workplace matters before serious problems develop. All employees are encouraged to bring information forward at the lowest level possible.

Anyone who is subjected to or aware of what he or she believes to be inappropriate workplace conduct, harassment and/or discrimination should report the behavior to the employee's immediate supervisor, another manager, the Office of Human Resources, or the Executive Director. A report of discrimination, workplace harassment or sexual harassment is considered a complaint. A supervisor or manager receiving a complaint of discrimination or harassment must promptly notify the Human Resource section, or Executive Director. The Oregon Employment Department Complaint procedure is specifically designed to encourage reporting of potential policy or legal violations to enable prompt investigation and action when necessary. If an employee believes that he or she has been subjected to such conduct he/she should complete the form which is designed to assist the Oregon Employment Department in collecting information necessary for a thorough investigation.

An internal complaint can be made using the complaint form on EdWeb at, [http://edweb2.emp.state.or.us/news/index.php?view=list&slug=-complaint-forms&option=com\\_docman&Itemid=591](http://edweb2.emp.state.or.us/news/index.php?view=list&slug=-complaint-forms&option=com_docman&Itemid=591)

The Oregon Employment Department does not tolerate any form of retaliation against individuals who file a complaint, participate in an investigation or report observing discrimination, workplace harassment or inappropriate workplace conduct.

Employees may also seek advice and counsel, and/or file a complaint of discrimination or harassment with one or more of the following agencies:

<p><b>Oregon Bureau of Labor &amp; Industries</b> Civil Rights Division Suite 1070 800 NE Oregon St. Portland, OR 97211</p>	<p><b>U.S. Department of Health &amp; Human Svcs.</b> Office for Civil Rights M/S RX-11 2201 Sixth Ave. Seattle, WA 98121</p>
<p><b>Equal Employment Opportunity Comm.</b> 909 1st Avenue, Suite 400 Seattle, WA 98104</p>	<p><b>Governor’s Affirmative Action Office</b> 155 Cottage St NE Salem, Or 97301</p>
<p><b>U.S. Department of Labor</b> Civil Rights Center 200 Constitution Ave. NW, Room N4123 Washington, D.C. 20210</p>	

# General Work Issues

## Workweek

The workweek begins at 12:01 a.m. Monday, and ends at 12:00 midnight the following Sunday.

- Most employees work Monday through Friday. The most common work schedule is from 8:00 a.m. to 5:00 p.m.
- All employees are hired with the understanding that their work schedule can be changed at any time, with prior notice. Varied schedules may be necessary to meet operating requirements. Employees may request temporary or permanent changes in work schedules; management will consider these requests on a case by case basis.
- Some units may operate using shifts, including evenings and overnight.

Discuss specific scheduling questions with your supervisor or refer to the collective bargaining agreement, if appropriate.

## Attendance/Absences/Tardiness

You are expected to be at your job each scheduled day promptly ready to work at your scheduled work time, unless you are ill or have prior approval for your absence. You must have prior supervisory approval for planned absences. It is your responsibility to know and follow the policy in your office on how to notify your supervisor or his/her designee of an unscheduled absence or to request time off in advance.

## Appearance

The department expects all employees to keep their work area professional and in support of a positive work environment. Employees should keep in mind their work stations may be utilized by other staff

and management personnel. Additionally, many of our employees experience adverse health effects from fragrances and synthetic scents/chemicals. Employees are asked to refrain from use of such products in the work environment that have the potential to trigger allergic reactions and create health problems for others. Thank you in advance for your consideration of your co-workers.

The Department expects all employees to exhibit professional appearance that meets the expectations of our customers and supports a positive image of the Department. Each day you are expected to report to work in job ready condition (i.e., properly dressed and groomed). Check with your supervisor or manager regarding specific appearance requirements in your office.

## Overtime

Occasionally you may be asked to work extra hours. Work outside of your assigned scheduled work time must be approved by your supervisor in advance. Eligibility and compensation for overtime is governed by the Federal Fair Labor Standards Act.

## Position Description

The position description is the primary document used to describe the functions of your job. The position description identifies the job classi-

fication (salary range), overtime status, reporting structure, funding (i.e. full or part time, permanent or limited funding), work schedule and conditions. The position description describes your assigned duties, decision making responsibilities and identifies any additional requirements (i.e. licenses, certifications, special skills/knowledge, etc.) needed to succeed in the position. Be sure you have and understand this document!

## Performance Appraisal

The performance appraisal is an important communication process between supervisors and employees. It includes a conference with the supervisor to provide feedback on work. The appraisal provides a written record of the quality and quantity of work and conduct. Performance appraisals also include developmental activities such as job-related education and training, commendations for outstanding work, special work improvement plans, etc. Employees have the opportunity to add written comments to the performance appraisal.

At a minimum, formal performance appraisal sessions are conducted at the completion of trial service and annually thereafter. Supervisors are expected to communicate about work performance with their employees throughout each appraisal period.

## Breaks and Meal Periods

(for employees covered by Federal Fair Labor Standards Act or a Collective Bargaining Agreement)

Employees are entitled to a rest break of 15 minutes during every four hours of working time. Please note that this may be different for employees working an alternative work schedule.

Meal breaks vary from one-half hour to one hour depending on your work schedule. Typically meal breaks are taken after the first four hours of work (for full-time employees); however some employees may be scheduled for a meal break earlier or later in the shift to accommodate customers or operations.

## Smoking

The Employment Department supports a tobacco-free workplace which promotes employee health and contributes to a healthier workforce. This policy prohibits the use of all tobacco products within all buildings and state agency grounds as required in Executive Order 12-13.

OED employees are prohibited from using tobacco products made for human consumption (including, but not limited to, cigarettes, cigars, pipes, chew, snuff, electronic cigarettes and smokeless tobacco) inside state agency buildings and on state agency grounds that are adjacent to state agency buildings.

For more information see DAS Policy 105-050-0006 (Smoke-Free Workplace).

## Transfers

If you transfer to the Employment Department from another state agency OR if you transfer from one position to another in the Employment Department please verify your status/leave balances/work schedule.

## Trial Service

Trial service gives the newly hired employee time to learn the duties of the position and to demonstrate their skills. It also gives managers time to see if the newly hired employee meets the needs of the job.

## Removal from Trial Service

Employees may be removed from a position during trial service if management determines they are unable or unwilling to do the job, or when habits and/or dependability do not merit continuance in state service. Removal from trial service is not subject to appeal or grievance, per the SEIU and AFSCME Collective Bargaining Agreements.

Regular-status represented employees who are removed from promotional trial service have return rights in certain circumstances to their previous agency classification, or comparable salary level.

# Pay And Benefits

## Electronic Check Deposit

Current State of Oregon employees that utilize net pay direct deposit can access their paystub information electronically using ePaystub. This allows employees to access paystubs anytime, anywhere. View, print and save up to 13 months of paystubs.

## Benefits

State employees are eligible for a variety of insurance coverage plans, including health, dental, life, long and short-term disability, accidental death and dismemberment, and long-term care. The State pays a portion of the monthly premiums for core coverage plans (health, dental, and basic life) for employees and their families. Monthly premiums for optional coverage plans (additional life, long and short-term disability, accidental death and dismemberment, and long-term care) can be selected by an employee and paid through payroll deductions. New employees must enroll in an insurance plan within 30 days of their hire date. Open enrollment for all employees, during which time employees can modify their existing enrollments, occurs once each year. For information on Benefits visit, [www.oregon.gov/DAS/PEBB/Pages/index.aspx](http://www.oregon.gov/DAS/PEBB/Pages/index.aspx)

## Merit Increases

Employees may refer to current Collective Bargaining agreements for information regarding salary increases.

## Time System

The department has its own online time system to accept your leave requests and hours worked each day. There are training modules for all staff in iLearn to help you understand how to enter time and leave

requests. There are also training modules for supervisors to help them best understand their responsibilities and how to approve leave requests and time. The department strives to make sure each paycheck is accurate. You can help with this by entering your time in the time system no later than Monday for the previous week's hours worked.

## Pay Days

Employees normally will receive their paychecks on the first day of each month. When the first falls on a weekend or holiday, paychecks are released on the last working day of the previous month, except during the month of December. December is paid on the first working day of the next year.

There is a second payday each month on the 15th to cover any adjustments that occur after the first of the month payroll run.

Employees should always review each paycheck and, if there is an error, notify their supervisor or the payroll unit at (503) 947-1287 or (503) 947-1294.

## Pay Advances

An employee who is faced with a financial emergency (as defined in the collective bargaining contract or Department of Administrative Services Administrative Rules, as applicable) may request a salary advance of up to 60% of the income earned through that date. Some limitations may apply.

Questions and requests for additional information should be directed to the Payroll Unit at 503-947-1287 or (503) 947-1294

## Pay Rates

Pay rates are described in the state compensation plan and the collective bargaining agreement by job classifications. Each classification has a salary range that is comprised of several pay steps.

## Payroll Deductions

Payroll deductions will vary among employees. Standard deductions include Social Security (FICA), state and federal taxes, and premiums for workers compensation insurance. Other deductions may include union dues or fair share payments, medical/dental and other insurance, deferred compensation, etc.

## Promotion

Employees may refer to current Collective Bargaining Agreements and the Department of Administrative Services (DAS) Policies for information about promotions.

## Retirement Plan

State employees participate in the Public Employees Retirement System (PERS). After a six-month waiting period, full-and part-time employees who work more than 600 hours per year are automatically members of this retirement plan. The employer and employee make contributions set by the Legislature and/or the collective bargaining agreement.

PERS also manages optional deferred compensation (Oregon Growth Savings Plan) and Roth plans available to state employees. Refer to the PERS member handbook or refer to the PERS Website, [www.oregon.gov/PERS](http://www.oregon.gov/PERS)

# Time Off And Leave

## Holidays

Full-time employees receive up to eight hours paid time for holidays and part time employees receive a prorated basis under conditions outlined in the collective bargaining agreement or state policies.

Currently, recognized holidays are:

- New Year's Day—January 1
- Martin Luther King's Birthday—third Monday in January
- President's Day—third Monday in February
- Memorial Day—last Monday in May
- Independence Day—July 4
- Labor Day—first Monday in September
- Veteran's Day—November 11
- Thanksgiving Day—fourth Thursday in November
- Christmas Day—December 25

Represented employees employed as of December 24 receive up to eight hours paid leave to use on workday before Christmas through January 31st. Represented employees employed as of the day before Thanksgiving may choose to use the special day of leave on any workday before Thanksgiving through January 31st. Management and executive service employees may be granted this day of leave by governor's proclamation.

Collective bargaining agreements describe specific requirements for employees on leave.

## Inclement (Bad) Weather - Adverse Conditions

Occasionally inclement weather or other adverse conditions may delay the opening or require closing an office. Talk to your supervisor about procedures for your office if this occurs. Also be aware of which media outlets

will air information about office closures. A variety of factors determines if an employee can work at another location and what, if any, time is paid to employees impacted by inclement weather. The Department of Administrative Services has a website that employees can access via the web from any computer which provides information regarding closures, services and text/email notification capabilities. This information can be located at: [www.oregon.gov/DAS/pages/bldg\\_close/index.aspx](http://www.oregon.gov/DAS/pages/bldg_close/index.aspx)

## Family and Medical Leave Act and Oregon Family Leave Act

The Employment Department provides leave to employees so they can meet their family, health, and parental obligations while maintaining their job. These leaves are granted according to the Federal Family Medical Leave Act of 1993 (FMLA); the Oregon Family Leave Act (OFLA); SEIU and AFSCME Collective Bargaining Agreements); and Department of Administrative Services Policy 60.000.15.

Employees are urged to contact Human Resources with questions concerning their eligibility for these leaves. Some aspects of these leaves are confidential matters between the employee and Human Resources.

## Other Leave

Leaves may be approved for a number of other reasons including jury duty and court appearances, military leave, interview leave, family leave, parental leave, pre-retirement counseling leave, domestic violence, bereavement, and hardship leave. Discuss your need for a leave of absence with your

supervisor or call the OHR for specific policies and information.

## Personal Leave

Permanent full-time and part-time employees are entitled to personal leave each fiscal year (July 1 - June 30) after completion of six (6) months of service. Employees must work a minimum of 1,040 hours annually to be eligible for this benefit.

## Sick Leave

Full-time employees accrue eight hours paid sick leave for each full month worked. Employees working less than full time accrue sick leave on a prorated basis.

Sick leave may be taken for personal illness, injury, medical/dental appointments, Employee Assistance Program (EAP) counseling, or when members of the immediate family or household are in need of medical care and attention. Sick leave also may be used in connection with a death in the family or household.

There is no maximum number of sick leave hours that may be accrued.

## Vacation

Accrual rates are listed in the collective bargaining agreement and human resource management policies. Employees accrue vacation on a prorated basis. New employees start to accrue vacation leave the first month of employment; however they cannot use vacation leave until after the first of the month following six full calendar months of employment. Collective bargaining agreements and

state policies provide detail on rates of accrual and maximum amounts of hours that can be retained and/or paid out upon leaving state employment or transferring to another State agency.

Vacations must be requested and approved in advance by your supervisor.

# Learning And Development

The purpose of the Customer Access & Program Effectiveness (CAPE) Learning and Development Team is to provide agency employees with tools and skills needed for successful job performance and to consult with managers to identify and address organization development challenges.

A training needs assessment is conducted department-wide each biennium. Training is then developed or contracted to meet employees' training needs.

iLearnOregon (iLearn) is the State's learning management system. iLearn allows you to search for courses, register for classes, take online learning, and track personal learning events and certificates. To access iLearn, click on iLearnOregon under Additional Tools on the agency's internal website – EdWeb.

If you are in need of training, please consult with your immediate supervisor. Supervisors and managers should discuss the training needs of their employees regularly during staff meetings, and individually at least once annually as part of the performance appraisal process.

# Use Of State Property

Everyone must follow state and department policies concerning use of state resources. State resources are for state business, not personal use, with very limited exceptions.

State resources include your paid time, equipment, computers, supplies, telephones and vehicles. Ask your supervisor about any questionable situation. For example:

- **Computers/Internet Use** - All computer systems and the information on them are the property of the Employment Department. Agency electronic information systems are to be used for agency business. All employees are to review Department of Administrative Services Policy, Acceptable Use of State Electronic Information Systems, 107-004-110 and sign the Acceptable End User Agreement.
- **Supplies/Equipment** – Supplies are to be used only for state business. Printers, copiers and fax machines are for state business.
- **Telephones** – Brief local personal calls may be made on rest or lunch break on a state phone. Such calls should be kept to a minimum and made on office phones only when there is no other alternative.

The state has encouraged all agencies to allow receipt of one brief telephone call from a minor child in your household upon their return home from school, if the child is not under supervision of an adult.

Under no circumstances are personal long-distance telephone calls to be charged to Employment Department telephones. Do not give out or use a state phone number as a contact for your personal business.

Be sure you know the practice of your local office on use of personal cell phones and state issued cell phones in the workplace.

➔ **State vehicles** - Driving state vehicles entails these responsibilities:

- ◆ Read and understand OED Policy & Procedure on “Vehicle use for State Business”, SRM 4. Sign accompanying documents and forward to your supervisor/manager.
- ◆ Complete iLearn training “Safe Driving on the Job” within 90 days of employment.
- ◆ Use state vehicles for official business only and only with the permission of your supervisor. (Check state rules and/or discuss vehicle use during overnight travel for limited exceptions.)
- ◆ The employee must have a valid driver’s license and comply with OED driver criteria as stated in the OED policy.
- ◆ The employee must obey all state, county, and city traffic laws as well as private road rules, abide by all posted speed limits, and the driving rules.
- ◆ Do not transport unauthorized passengers.
- ◆ No smoking in state vehicles.
- ◆ Report any citation to your supervisor immediately.
- ◆ If your position requires driving and your license is suspended, you must report it to your supervisor immediately.
- ◆ If the car was reserved through OED report any maintenance problems to the OED Safety & Risk Manager and if the car was reserved through DAS contact DAS Fleet. Do not drive an unsafe vehicle.

# Personal Vehicle Use And Insurance

If you will be using your personal vehicle you must complete the “Authorization to use Private Vehicle” form, found in the Financial Services section. Also, receive approval from your supervisor to use your personal vehicle for state business. When driving your personal vehicle in the course of state business, you must comply with OED Policy Vehicle Use for State Business, SRM 4. It is your responsibility to carry liability, uninsured motorist and personal injury protection insurance as required by state law. It is also your responsibility to cover physical damage. Using a personal vehicle for business may have insurance costs or other implications that should be discussed with your insurance agent.

In the event of an accident in which the liability loss exceeds your own policy limits, the state may provide coverage for the excess over your policy limits. The state will not pay the cost of any repairs to your personal vehicle, nor will the state provide bodily injury coverage (other than workers’ compensation) for you if you are in your personal vehicle. The state will not provide coverage if an employee is not acting within the scope of her or his duties, or if an act or omission is the result of malfeasance or willful or wanton neglect of duty.

# Parking And Transit Passes

## Parking

Employee parking in the Salem area is extremely limited. There is usually a waiting list for employee parking around the Salem Employment Department building. Street parking in the immediate vicinity of the building is limited to short-term parking. Metered parking is available for short periods of time. OED encourages employees to use public transportation, carpooling, or the Park-and-Ride lots.

For more information regarding daily parking permits, parking and commuting resources, call State of Oregon DAS State Parking and Commuting Services Program at: (503) 378-5090 or you can access their website for detailed information at:

[www.oregon.gov/DAS/EAM/FPS/pages/index.aspx](http://www.oregon.gov/DAS/EAM/FPS/pages/index.aspx)

## Transit Passes

### SALEM

State employees may purchase a monthly bus pass from Salem-Keizer Transit (Cherriots) using a pre-tax deduction from their paycheck. To enroll, complete a transit pass application and send it to your agency payroll office. Bus passes are picked up in the OHR. There are also TriMet passes available for those commuting in the Portland area. Passes for TriMet will be mailed to you. For more information about TriMet visit, <http://trimet.org/learn/index.htm>

You may also buy a monthly bus pass from Cherriots at one of the following locations: **333 High St NE, Suite 102**

Cherriots bus schedules & route maps can be found at:

[www.cherriots.org](http://www.cherriots.org)

Transportation options can be found at:

[www.drivelessconnect.com](http://www.drivelessconnect.com)

### **PORTLAND TO SALEM**

SMART (South Metro Area Regional Transit) provides service from Portland to Salem. SMART goes as far north as the Barbur Blvd. Transit Center and connects directly with the Route 1X to Salem. View more information at:

[www.ridesmart.com](http://www.ridesmart.com)

## **Smart Commuter Program**

The Department of Administrative Services offers the Smart Commuter Program to encourage employees to use alternative modes of transportation in their commute. The goal is to reduce traffic volume and parking demand, improve air quality, and reward the efforts of state employees who leave their cars at home. To qualify, an employee must commute to work by public transit, rail, vanpool, commuter bus, bicycle or walk from home or from a park and ride lot more than half of their workdays each month. Permanent, temporary and contracted state employees may participate in the program.

Employees who lease parking in a private or public lot or who are participants in a carpool or participate in a carpool with assigned parking in a City of Salem carpool area are not eligible for the Smart Commuter Program.

## **Program Benefits:**

- Occasional parking permits – Participants who work in the Salem Capitol Mall Parking Area or at the Portland State Office Building receive parking permits valid for two days each month issued by Parking and Commuting Services. The permits allow all-day parking in Salem at Capitol Mall Parking Structure two hour parking meters, Green, Red, Yellow and Ferry Street Structure Rooftop unreserved spaces, and the Portland State Office Building Park and Pay spaces. Valid location maps for Smart Commuter permits are located at: [www.oregon.gov/DAS/EAM/FPS/docs/scplocationsmap.pdf](http://www.oregon.gov/DAS/EAM/FPS/docs/scplocationsmap.pdf)
- Guaranteed ride home – (Salem participants only) Salem-Keizer Transit, Cherriots Rideshare office offers an emergency ride home to a wide geographic area, available through many state agencies. Contact Cherriots Rideshare for details at 503-371-7665. To use this program, you will need to create an account at [www.drivelessconnect.com](http://www.drivelessconnect.com) and register for the Emergency Ride Home program.

# Safety, Health & Wellness

The Employment Department is concerned for the health and safety of our employees and will provide a healthy and safe environment for all employees. You are responsible for working in a safe manner by observing all safety rules and practices, and using good judgment. Your supervisor should discuss emergency evacuations and disaster plans for your unit and/or facility.

The Employment Department maintains a Safety Committee that identifies needs and issues, and makes recommendations to resolve safety and wellness problems.

## Alcohol and Drugs

The Employment Department complies with the federal Drug Free Workplace Act by prohibiting the use, possession, manufacture, distribution, or dispensing of alcohol or illegal drugs by employees during the performance of duties, or within a department facility at any time.

## Employee Assistance Program

The Employee Assistance Program (EAP) is a FREE and CONFIDENTIAL benefit that can assist employees and their eligible family members with any personal problems, large or small. Cascade offers face to face, phone sessions, or live video conferencing for problem identification, assessment, establishing outcome goals, recommendations, priorities and actions needed to reach goals. Your benefit includes up to 3 free counseling sessions. To access EAP sessions, please call Cascade Centers at 1-800-433-2320 or visit them on the web at, [www.cascadecenters.com](http://www.cascadecenters.com)

## On the job accidents, injuries, illnesses, or exposures

If you are injured while working, you must notify your supervisor as soon as possible and complete an accident report form. You also may

need to complete a Workers' Compensation claim packet. The packet is located on EDWeb under Safety & Risk Management.

If your injury requires time off from work, the department will assist you in your recovery and return to work at the earliest possible time. Light duty, modified responsibilities, and schedules are examples of the cooperative approaches to help you return to work. If you are off work due to a job-related illness or injury for an extended period of time, you must keep your supervisor informed of the situation. At a minimum, you should update your supervisor following each visit with your medical provider or at least once per month. Safety & Risk Management can provide employees with more information concerning compensable injuries, workers' compensation, leaves, and return-to-work issues.

## Threats or acts of violence

Please read and be familiar with OED Preventing Violence in the Workplace Policy, found on the agency's internal website, EDWeb. OED also

maintains an established Threat Management Team to assist in threat assessment and threat management. Take precautions to assure your safety at work. Report to your supervisor any situation that you believe may be hazardous. Be particularly alert while traveling or working alone or during irregular hours. Ask your supervisor to acquaint you with security procedures and systems for your office.

## Weapons

Please read and be familiar with OED Weapons in the Workplace Policy, found on the agency's internal website, EDWeb. Possession of any dangerous weapon is prohibited while in a department facility or while engaged in agency business, regardless of whether you have a permit from a law-enforcement agency. Report any dangerous weapons in the possession of customers, vendors, or guests while in an Employment Department facility to your supervisor immediately. If you or your co-workers are in imminent danger, immediately call 911 or Oregon State Police.

# Leaving The Agency

## Consolidated Omnibus Budget Reconciliation Act (COBRA)

If you take unpaid leave or separate from state service, you may continue your medical coverage. You will receive a letter that will outline your options for continued medical coverage.

## Layoff

Layoff procedures for represented employees are described in the collective bargaining agreements. For information on management service employment layoff, refer to the Department of Administrative Services policy.

## Resignation

If you plan to resign your position, please notify your supervisor with as much advance notice as possible. A minimum two-week notice is requested for represented employees. Managers are asked to give two to four weeks notice.

## Retirement/Social Security Benefits

Your retirement benefits will vary according to your age, length of service, and total earnings. Contact PERS (Public Employees Retirement System) and the Social Security Administration for more information.

## Unemployment Insurance Benefits

If you become unemployed, you may be eligible for unemployment benefits. Your eligibility will depend on the reasons for leaving your job. Contact the Unemployment Insurance Center via internet or phone for further information.

## Exit Interview

Upon your decision to leave the department, the OHR will request that you participate in an exit survey.

The information you provide will give the department insight into turnover patterns, how working conditions and employee morale can be improved and assist with long range planning. Your answers to all questions will be helpful to current and future employees.





[Employment.Oregon.gov](http://Employment.Oregon.gov)  
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