209.0 Agency Employee Expectations

209.1 Policy Approval Clearance Record

☐ Mental Health Policy ☐ Developmental Services Policy ☒ Rural Services Policy	This policy supersedes:	Number of pages in Policy: 3
Review by Representative from the Office of the Attorney General:	Date: N/A	Date Policy Effective: 07/01/2011
Rural Services Director Approval Signature: *Barbara Legier*	Date: 7/1/2011	Policy Lead: MARS Team

209.2 Statement of Purpose

209.2.1 **Policy Statement:** Rural Services employees will maintain a professional work environment in which all people are treated with respect and dignity and comply with agency and Division policies.

209.2.2 Purpose: To define expectations of acceptable work environment behavior that are clear and consistently enforced.

209.3 Authority

NAC 284 – 288 (not inclusive)

Division MHDS policy 4.037 and 5.001-5.031

209.4 Definitions

None

209.5 Procedures

209.5.1 All employees will conduct themselves with personal integrity, trustworthiness, and honesty to uphold the public trust and in accordance with the agency's mission/vision. To this end, employees shall comply with other agency and Division policies and state and federal regulations. As such the following conduct issues are specified:

A. **Work Effort:** If any employee has free time during scheduled work hours, they will notify their supervisor. It is the supervisor's responsibility to assign additional work for the employee, if needed.

B. **Conduct:** All employees of Rural Services represent not only the agency but also MHDS, DHHS, and the State of Nevada. Employees shall be courteous and respectful toward agency coworkers, supervisor, subordinates, and others. All contact with the public, both in person and by phone, should be courteous, pleasant and professional.

C. **Work Hours:** Rural Services employees will report to work in accordance with defined and approved work schedule and state/federal personnel laws. Employees are not to come in on days off or furlough days in order to complete work tasks or socialize. Designated 15 minute breaks and a

minimum half-hour lunch are taken in accordance with Division policy: they do not accrue. Any exceptions to standard schedules are to be approved by the supervisor before they are implemented.

D. **Employee Competency:** Employee maintains all applicable qualifications, certification, licensure, and/or training requirements identified for their position.

E. **Resources:** State equipment, time and resources are used judiciously and when authorized by a Supervisor. Personal phone calls, personal computer use and use of other state resources are kept to a minimum. Personal phone calls and personal computer use must be in compliance with state Personnel regulations.

F. Healthy and Safe Environment: Employee supports efforts to maintain a healthy and safe environment. As employees leave their work site, they are to post their status, destination/location and return time on the applicable in/out board and update the information as applicable. AA staff or supervisors are to post the status on the board for any employee that calls in sick. To ensure employee safety:

1. When employees are off-site and do not anticipate returning to the office when indicated to their supervisor or noted on the out board, they are to immediately call their supervisor or other designated supervisory staff to notify the work site of their estimated return time.
2. When employees schedule appointments at the end of the day, with the intent of going home afterwards, they are to call their supervisor or designated supervisory staff before or at 5 PM to advise them that business has concluded and they are heading home.
3. Supervisors are to follow-up before or at 5:00 PM with any employees that have not returned to the office at the designated return time.
4. If supervisory staff cannot be located by the employee, at any point in this process, chain of command is to be followed so that notification occurs.

G. **Conflict:** Rural Services employees will resolve issues and disputes in a professional manner. Conflict resolution is attempted between concerned employees first. If resolution cannot occur, employees will make a request of supervisory staff to assist in addressing the conflict. Chain of command is followed with the last step involving the Agency Director. If unsuccessful at this level, employees will be referred to agency personnel for more formal resolution steps. However, at any stage during the resolution process, the employee can address Personnel with questions, clarification and/or mediation assistance.

H. **Work-role Boundaries:** Employees are to report to their supervisor any circumstances or concerns that may affect work performance standards or inappropriate (e.g., fraud, illegal, or unethical, etc.) activities of others. No employee shall concern him/herself with another employee's work load, work responsibilities, or schedule. Each employee's work duties, work performance standards, and schedule are between the employee, his/her

supervisor, and the Agency Director. If an employee has suggestions or comments concerning another employee or department, he/she must address these with his/her supervisor first. It is the supervisor's responsibility to discuss these suggestions or concerns with the other department's supervisor.

I. **Compliance and Operating Principles:** Employee complies with the letter and spirit of agency and Division policies. Harmful or derogatory gossip is not tolerated. Consequences may include the full extent allowed under the Nevada Administrative Codes, Nevada Revised Statutes, and the DHHS Prohibitions and Penalties.

J. **Supervisory Role:** It is the responsibility of each Supervisor to orient all new employees to this policy in a timely manner upon hire, monitor and enforce all elements of this policy, and take appropriate disciplinary actions. Supervisors will review this policy periodically, but no less than annually for recommendations for improvements or additions.

209.5.2 Timelines:

Table 209.5.2.1: Timelines for "XYZ" Policy

Requirement	Deadline	Starting Date	Responsible Party	Actions to be Taken
Orientation of new employees	No later than 60 days after hire	Date of hire	Supervisor	Review of this policy as well as other Division policies and Personnel Penalties and Prohibitions

209.6 Policy Cross Reference

209.6.1 Policies:

107: Investigations

304: Compliments, Suggestions, and Complaints

1303: Staff Safety in the Community

209.7 Attachments

209.7.1 RS 209A – None