EMPLOYEE HANDBOOK

Welcome to the Louisiana Department of Health

Please allow me this opportunity to welcome you to the Louisiana Department of Health. We hope your new job will live up to your expectations, and your employment with us will be rewarding. If you have been working with us, I wish to express my sincere appreciation for your valued service.

We are pleased to provide you with your Employee Handbook which outlines the personnel policies and procedures in effect at the Louisiana Department of Health. I'm sure the handbook will be a helpful reference during your tenure with our Department. Also, we encourage you to freely ask questions of your supervisor and co-workers. By doing so, you will learn the job more quickly and will build interaction with those who are involved with your performance.

Early in your employment with us, you will realize that we have set very high standards for you. You were selected for your position because of your qualifications, training, experience and qualities which will help us achieve the goals of the Department. The many people we serve in Louisiana are dependent upon you and your fellow employees to provide the necessary services delivered by our Department. Take pride in your work. We are committed in providing you challenges, recognition, appropriate compensation and benefits to help you reach your personal goals and objectives, as well as those of the Louisiana Department of Health.

I am confident that the future will be both productive and prosperous for all of us.

Secretary
Louisiana Department of Health

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I. INTRODUCTION

This employee handbook has been prepared to introduce you to the Louisiana Department of Health. It will acquaint you with information concerning policies, procedures, benefits, and other general guidelines which you will encounter during your employment. It is not all-inclusive, but offers only general guidelines.

The information contained in this handbook applies to all classified employees of the Department and is presented as a matter of information only. Its contents should not be interpreted as a contract, expressed or implied, between the Louisiana Department of Health and any of its employees. Furthermore, its contents should not be interpreted as superseding federal or state laws and Civil Service Rules. This handbook supersedes any previous handbook and may be changed, revoked or modified in writing by the Secretary of the Department at any time. Please read this handbook carefully and keep it handy for future reference. Any questions concerning its contents should be directed to your supervisor or to LDH's Division of Human Resources, Training and Staff Development.

CHANGES IN POLICY

Since our business is constantly changing, we expressly reserve the right to change any of the policies and procedures at any time, including those covered in this handbook. Normally, we will notify you of any changes by appropriate means. Changes will be effective on dates determined by the Louisiana Department of Health (LDH). No manager or supervisor other than the Secretary of the Department has authority to alter the policies and procedures of LDH. If you are uncertain about any policy or procedure, please check with your supervisor and/or Human Resources. This handbook supersedes all previous employee handbooks and management memos which may have been issued on subjects covered herein.

EQUAL EMPLOYMENT OPPORTUNITY

LDH and all offices under its jurisdiction reaffirm the policy for Equal Employment Opportunity by hereby stating that no person shall, on the basis of race, color, religion, sex, age, national origin, disability, veteran status or any other non-merit factor, be discriminated against in any employment practice. LDH is committed to this policy because it is morally right, it is good personnel management and is legally required by Title VII of the Civil Rights Act of 1964, as amended by the Equal Employment Opportunity Act of 1972; the 1991 Civil Rights Act, Executive Order 11246; the Rehabilitation Act of 1973, as amended; the Vietnam Era Veterans Readjustment Assistance Act of 1974; and the Americans with Disabilities Act of 1990. Any person having questions concerning Equal Employment Opportunity or Affirmative Action should contact the Human Resources office. (See LDH Equal Employment Opportunity Policy).

II. LDH ORGANIZATIONAL STRUCTURE

III. ORGANIZATIONAL INFORMATION

MISSION STATEMENT

The mission of the Louisiana Department of Health (LDH) is to protect and promote health and to ensure access to medical, preventive, and rehabilitative services for all citizens of the State of Louisiana.

DEPARTMENTAL PHILOSOPHY

The Louisiana Department of Health (LDH) is dedicated to fulfilling its mission through direct provision of quality services, the development and stimulation of services of others, and the utilization of available resources in the most effective manner.

ORGANIZATIONAL GOALS

In order to fulfill its mission, the Louisiana Department of Health intends to:

- provide quality services;
- protect and promote health;
- develop and stimulate services by others;
- utilize available resources in the most effective manner;
- ensure access to medical services for all citizens of the State of Louisiana;
- ensure access to preventive services for all citizens of the State of Louisiana; and
- ensure access to rehabilitative services for all citizens of the State of Louisiana.

OFFICE OF THE SECRETARY

The Office of the Secretary (OS) provides leadership and technical support services while maximizing resources to fulfill the Department's mission.

OFFICE OF MANAGEMENT AND FINANCE

The Office of Management and Finance (OMF) provides leadership and operational support services through its various divisions, while maintaining maximum utilization of financial and human resources, and overseeing purchasing and budgetary activities of the Department.

LOUISIANA MEDICAID

Medicaid provides medical benefits to low-income individuals and families. Although the federal government establishes the general rules for Medicaid, specific requirements are established by each state. In Louisiana, over a million residents receive health care coverage through Medicaid, most of whom are children under 19.

OFFICE OF AGING AND ADULT SERVICES

The Office of Aging and Adult Services (OAAS) aims to develop, provide and enhance services that offer meaningful choices for people in need of long-term care. The office is committed to developing a long-term care system that provides choice, ensures quality, meets the needs of consumers and caregivers, and does so in a fiscally responsible manner.

OFFICE OF BEHAVIORAL HEALTH

The Office of Behavioral Health (OBH) ensures care and support to improve quality of life for people with mental illness and addictive disorders.

OFFICE FOR CITIZENS WITH DEVELOPMENTAL DISABILITIES

The Office for Citizens with Developmental Disabilities (OCDD) provides or directs the provision of supports and services for individuals with developmental disabilities. Supports and services are typically designed using an individualized, person-centered, choice-driven approach which empowers citizens with developmental disabilities to experience an improved quality of life and achieve the greatest degree of independence in all areas of life.

OFFICE OF PUBLIC HEALTH

The Office of Public Health (OPH) protects and enhances the health of Louisiana's citizens by helping to create the conditions under which we can enjoy the best of health. It also provides a broad range of services for reducing illness, disability, and premature death; evaluates health status of our population; protects quality of our physical environment; and improves our social and health care environments.

LOUISIANA EMERGENCY RESPONSE NETWORK

The Louisiana Emergency Response Network (LERN) is an agency of state government created by the Louisiana Legislature in 2004 charged with the responsibility of developing and maintaining a statewide system of care coordination for patients suddenly stricken by serious traumatic injury or time-sensitive illness (such as heart attack and stroke). It is a system also designated to serve as a vital healthcare resource in the face of larger scale emergencies and natural disasters.

LOUISIANA DEVELOPMENTAL DISABILITIES COUNCIL

The mission of the Louisiana Developmental Disabilities Council (LaDDC) is to lead and promote advocacy, capacity building, and systemic change to improve the quality of life for individuals with developmental disabilities and their families.

IV. GENERAL EMPLOYMENT INFORMATION

APPOINTMENTS

There are several types of appointments which may be made to Civil Service classified positions. Among these are probational appointments, job appointments, classified WAE appointments and student appointments. The following is a brief description of each type of appointment. (See LDH Temporary Appointments policy).

PROBATIONAL APPOINTMENT

Every person hired on probational appointment must serve a probationary period of at least 12 months (LDH requirement), but not more than 24 months, before becoming eligible for permanent status. During this probationary period your supervisor will determine whether or not you are satisfactorily performing your duties. If your performance does not meet the required standard, you may be removed at any time during the probationary period. While on probation you will earn annual leave, sick leave and retirement credit. When you have satisfactorily completed your probationary period you will attain permanent status. Attainment of permanent status is extremely important because many rights under the Civil Service system are limited to permanent employees.

JOB APPOINTMENT

A job appointment is a non-permanent appointment of an employee to fill a position in the classified service for a limited period of time. Job appointees earn annual leave and sick leave. They are eligible for group health and life insurance and receive pay for observed holidays. Job appointees usually pay into Louisiana State Employees Retirement System (LASERS) depending upon the length of the appointment. Persons on job appointments do not attain permanent status and may be separated at any time.

CLASSIFIED WAE ("WHEN ACTUALLY EMPLOYED") APPOINTMENT

A classified WAE appointment is a temporary appointment of an employee to fill a position in the classified service for a limited period of time and hours in order to address filling the position in a regular manner, or to address an emergency or work overload situation. Persons serving on classified WAE appointments do not gain permanent status, earn annual leave or sick leave, nor do they receive pay for observed holidays. WAE classified appointees usually pay FICA,

but may pay into LASERS if they have ten years of prior LASERS service credit and have not withdrawn their contributions. A classified WAE appointment may be terminated at any time.

STUDENT APPOINTMENT

Civil Service Rule 1.5.1 defines a bona-fide student as a person enrolled in an accredited high school, college or university in the state, or a person enrolled in a state-operated vocational/technical school in a sufficient number of courses and classes to be classified as a full-time regular student under the criteria used by the institution in which he/she is enrolled; or a person enrolled in an off-campus college work-study program in a proprietary institution of higher education as defined in Section 461(b) of the Higher Education Act of 1965, as amended. A bona-fide student shall not lose his/her status as such because of vacations during the academic year or because he/she does not attend summer school. A student appointment may be terminated at any time. (See Appointment and Pay of Student Employees policy).

PROMOTIONS

It is your responsibility to apply for positions in which you are interested and for which you meet the minimum qualifications. Upon promotion, your pay will be adjusted. It is your responsibility to schedule Civil Service examinations for any position(s) that you wish to apply for. Consult with your supervisor or Human Resources regarding promotional opportunities within the Department.

JOB CLASSIFICATION

All positions are classified in one of the job titles established by the Department of Civil Service. The duties and responsibilities of your position will be described generally in a job specification and specifically by an individual position description. During your initial orientation, your supervisor will give you a copy of your individual position description. If there is any question about your position description, please ask your supervisor for clarification. Over a period of time, your duties may change, and it may be necessary to update or revise your position description to indicate your current duties. PLEASE BE AWARE: SUBMITTING FALSE STATEMENTS ON POSITION DESCRIPTIONS IS A VIOLATION OF CIVIL SERVICE RULES AND MAY BE CAUSE FOR DISCIPLINARY ACTION INCLUDING TERMINATION!

CIVIL SERVICE PAY PLAN

For each classified position, the Department of Civil Service assigns a pay range. The range consists of a minimum, midpoint, and a maximum rate. The salary for each job is determined by a variety of factors, such as the type of work performed, level of expertise required, and educational requirements. The rate of pay for someone entering the classified service is

generally set at the minimum of the range. There are some instances when pay may be set at a higher rate, depending upon the availability of applicants in the job market and the level of expertise required for certain jobs.

YOUR PAY

LDH operates on a biweekly pay cycle. There are 26 pay periods annually. Your biweekly pay is your hourly pay rate times 80. By law, the Department is required to withhold federal and state income taxes, FICA and/or Medicare tax, and either state retirement or social security deductions from your check. You may authorize other deductions such as health insurance, life insurance, dental insurance, credit union, tax shelters, and other miscellaneous deductions.

EMPLOYEE SELF-SERVICE (LEO)

Louisiana Employees On-line (LEO) located at https://leo.doa.louisiana.gov/irj/portal is a part of the LaGov ERP Human Resources System that provides the following benefits to employees:

- Enables employees to view Employee Notification Forms notifying them of their personnel actions.
- Enables employees to view their personal data.
- Enables employees to view their benefits.
- Enables employees to change their addresses and phone numbers.
- Enables employees to change their emergency contact information.
- Enables employees to change their tax withholdings.
- Enables employees to send on-line leave requests to their supervisors and enables supervisors to approve/disapprove leave requests electronically.

PERFORMANCE EVALUATION SYSTEM (PES)

Each classified employee's job performance shall be evaluated effective July 1st each year (evaluations to be completed by August 31st). A planning session shall be conducted within the first three calendar months following:

- the appointment of a new employee;
- the permanent movement of an employee into a position having a different position number with significantly different duties;
- the beginning of the new performance evaluation year (no later than 9/30).

An employee whose official overall rating is Needs Improvement/Unsuccessful shall not be eligible for a market adjustment, a promotion or permanent status, nor shall he/she be detailed to a higher level position unless approved in advance by the Director of Civil Service .A permanent employee whose official overall rating is or "Needs Improvement/Unsuccessful" may request an official review of that evaluation by the Agency Reviewer. The official overall evaluation may only be changed by the Agency Reviewer.

A request for review must be submitted in writing and be postmarked or received in the Human Resources office no later than September 15th following the evaluation year. In the request for review, the employee must explain and provide supporting documentation for the request for review.

A permanent employee who disagrees with the Agency Reviewer's decision has a right to have his/her PES file reviewed by the Director of Civil Service or the Director's designee. An appeal to the Director of Civil Service must be postmarked or received by the Director no later than 10 calendar days following the date the employee received a copy of the Reviewer's decision.

Please refer to Chapter 10 of the Civil Services rules for complete details regarding the PES process. (Also see the LDH Employee Performance Evaluation System policy).

MARKET ADJUSTMENTS

An employee who is in active status as of June 30th of the performance evaluation year, except for those serving in WAE classified appointments, becomes eligible for and may be granted a market adjustment effective July 15th, provided that the appointing authority has determined his market merits such an adjustment.

An employee who has a current official overall Performance Evaluation of "Needs Improvement/Unsuccessful" shall not be eligible for a market adjustment.

ATTENDANCE

You are expected to report to work in accordance with the work schedule assigned by your supervisor, and you are responsible for letting your supervisor know as soon as possible if you expect to be late or absent. Your supervisor will instruct you regarding your agency's procedure for reporting absences. Failure to notify your supervisor appropriately may result in disciplinary action, including termination.

HOURS OF WORK

The regular work week consists of 40 hours. Your exact work schedule will be discussed with you by your supervisor. Your supervisor will also inform you of the manner in which you are to record your attendance.

OVERTIME

Effective delivery of services may require your supervisor to direct you to report to work on your days off, holidays or before or after regular working hours. In accordance with appropriate Civil Service Rules, Department policies, and the Fair Labor Standards Act (FLSA), you may be granted either compensatory time or cash payment for overtime work. Any questions concerning overtime pay should be directed to your supervisor, or you may contact Human Resources for information. (See Overtime Policy).

LUNCH AND BREAK PERIODS

Lunch periods are generally for a 30 minute period and are not considered to be working time. Your supervisor will inform you of your scheduled time for lunch.

At your supervisor's discretion, you may be given up to two fifteen-minute break periods away from your work station during a work day. If given, these breaks are considered to be working time and your supervisor will advise you of the times of your scheduled breaks, if any.

TRAVEL

Your position may require travel. In some cases, it is a condition of employment. All travel must be authorized and approved in advance by your supervisor. Expenses incurred should be well documented and limited only to those incurred during the performance of your job duties. Claims for reimbursement must be submitted on a Travel and Expense Account Form and include all details provided for on the form, your signature and approval of your supervisor. If you are required to travel, consult your supervisor regarding the Department's travel policy. (See LDH Travel Policy).

OPERATION OF STATE VEHICLES

If you are required to drive a state vehicle or your own vehicle while on state business, you must have proper authorization from your supervisor. You also must have a (1) valid Louisiana driver's license, (2) have successfully completed the Louisiana Safe Drivers Course within the last 36 months, and (3) have your driving record on file in the Department. (See LDH State Vehicles Policy).

EMERGENCY PREPAREDNESS

LDH plays a vital role in responding to situations such as hurricanes, environmental disasters and other emergencies. During national or state-declared emergencies all LDH employees are subject to being called upon to provide emergency assistance to the citizens of Louisiana. You will be notified of your role in an emergency by your supervisor and you will be provided with the necessary training to fulfill your responsibilities. (See LDH Emergency Preparedness Policy {All Hazards Response}).

PERSONAL DATA CHANGES

It is very important to you and the Department that current, accurate information is maintained in your employment record. Therefore, it is your responsibility to report any changes in your name, address, withholding exemptions, insurance coverage, marital status, and beneficiaries (retirement and life insurance) to Human Resources.

RESIGNATION COURTESIES

We realize that not all employees will remain in our employment until retirement. If you find it to your advantage to leave your employment, please give your supervisor at least two weeks advance notice of your resignation. This will afford your supervisor time to make arrangements to cover your workload with the least disruption of service to our clients and patients.

Be sure you leave your current address with Human Resources. This will ensure that your W-2 form or other separation documents can be sent to you promptly. If you move after leaving LDH be sure to inform HR of your new address to assure that your W-2 and other separation documents will be sent to the correct address.

V. LEAVE

(See LDH Leave Policy for Classified LDH Employees).

ANNUAL AND SICK LEAVE

All permanent, probational, and job appointed employees earn annual and sick leave. The amount of annual and sick leave earned is based on an employee's number of years of full-time state service. An equal amount of each type is creditable at the end of each pay period as follows:

Years of Service	Earnings Rate per hour	Approximate Days per year
0-3 yrs.	.0461	12
3-5 yrs.	.0576	15
5-10 yrs.	.0692	18
10-15 yrs.	.0807	21
15-above	.0923	24

You do not earn annual or sick leave for any overtime hours or hours of leave without pay. Any hours of unused sick and annual leave held by an employee at the end of a calendar year are

carried forward to the next year. There is no limitation on the amount of annual and sick leave that can be accumulated.

Annual leave is provided primarily for vacations and handling personal affairs. It must be applied for in advance and can only be used when approved by your supervisor.

Sick leave is provided for those times you are prevented from performing your duties because of a personal illness, medical, optical or dental appointment, or other personal medical reason. Advance approval of sick leave is not required, except for scheduled medical appointments; however, you are required to file a leave request stating the cause of the absence and the amount of time absent.

Upon separation from state service, you will be paid the value of any accrued annual leave up to a maximum of 300 hours. Annual leave in excess of 300 hours and all sick leave will be recorded in your employment record and will be reaccredited if you are reemployed in state service within five years of separation if your last separation was not a dismissal for cause or resignation in lieu of disciplinary action.

COMPENSATORY LEAVE (K-TIME)

You may use accrued compensatory leave in the same manner as annual leave. It must be used before annual leave or leave without pay for purposes other than those to which sick leave applies. You may, at your option, request the use of accumulated compensatory leave in lieu of sick leave. You may be required at any time, except for sick leave purposes, to take any or all accumulated compensatory leave.

FAMILY AND MEDICAL LEAVE ACT

All eligible employees of the Department who are qualified may request leave for qualifying family and medical purposes. Your accumulated annual, compensatory and/or sick leave is to be used for this purpose. An eligible employee is an employee who has been employed by the State of Louisiana for at least twelve (12) months and has worked at least 1,250 hours in state service during the 12 months immediately preceding the start of leave. An eligible employee shall be entitled to 12 weeks of FMLA during a 12 month period for one or more of the following circumstances: for the birth of child, and to care for a newborn child; for adoption or foster care of a child; to care for the employee's spouse, child, or parent with a serious health condition; for a serious health condition; and for a serious health condition that makes the employee unable to perform the functions of his/her position. A father, as well as a mother, can take leave for the birth, adoption, or foster care of a child. You may contact your supervisor or Human Resources for more information.

CIVIL LEAVE

You will be given time off, without loss of pay, or charge of annual, sick or compensatory leave, for performing jury duty and for appearing as a witness before a court, grand jury or a public body or commission, provided you are not the plaintiff or defendant or the appearance is not as a result of previous non-State employment. You must furnish a copy of the court summons to your supervisor when requesting such leave. You will also be granted civil leave for performing emergency civilian duty.

FUNERAL LEAVE

To assist employees through periods of bereavement following the death of a relative, employees with permanent, probational, or job appointment status may be granted up to two days of funeral leave to attend funeral services of immediate family members. Immediate family members include:

- Husband/Wife/Daughter/Stepdaughter
- Father/Stepfather/Son/Stepson
- Mother/Stepmother/Grandchild (of employee)
- Sister/Stepsister/Grandfather/Grandmother
- Brother/Stepbrother
- Mother-in-law/Father-in law

Annual leave may be approved in accordance with normal policy to attend the services of other relatives and friends or to extend funeral leave beyond the allowed time. Contact your supervisor to request additional leave.

EDUCATIONAL LEAVE

You may be granted educational leave with pay for attendance at an educational institution for a maximum of 30 days in one calendar year, provided the course is pertinent to your work, applied for in advance, does not adversely affect the operations of the agency, and is approved by your supervisor. Please contact Human Resources for more information.

MILITARY LEAVE

If you are a permanent, probationary, or job appointment employee and a member of a Reserve Component of the Armed Forces of the United States, you shall be granted military leave with pay not to exceed 15 working days in one calendar year, except that it shall be limited to 15 working days for each tour of duty. Advance notice must be given to the appointing authority by providing a copy of the military orders to report to duty, except when such notice is either precluded by military necessity or otherwise impossible or unreasonable.

SPECIAL LEAVE

You will be granted special leave to participate in a Civil Service examination on a regular work day not to exceed six examinations per year or to participate in a Licensing Board Examination necessary to retain a position or for employment. Special leave may also be granted in cases of natural emergencies or local conditions such as civil disorders, floods, and hurricanes and closures authorized by the Governor or Department.

CONFERENCES AND WORKSHOPS

You may be granted time for attendance at conferences, conventions, and workshops for training purposes. You will be permitted to attend while on duty status, provided the content of the program is pertinent to your job and your attendance is approved by your supervisor.

PAID HOLIDAYS

State holidays observed by the Department are as follows:

New Year's Day
Martin Luther King, Jr
Mardi Gras Day
Labor Day
Veterans Day
Thanksgiving Day
Christmas Day
Inauguration Day in the City of Baton Rouge
General Election Day in the even-numbered years

In addition to the above, the Governor may declare other holidays during the year. You may be required by the Department to work on any of these days. If you do work, you will be compensated for the overtime in cash or compensatory time.

UNSCHEDULED ABSENCES

An unscheduled absence occurs when an employee is absent from work without having obtained approved leave by the close of business on the last working day prior to the absence. Approval of leave, after the fact, to cover an unscheduled absence shall not prevent the absence from being considered unscheduled. A continuous absence for the same reason is one unscheduled absence, regardless of its duration. According to Civil Service Rule 12.6 (a) 2 an employee who has seven or more unscheduled absences during any consecutive twenty-six week period may be removed from his/her position. You should take care to request leave in advance if at all possible to avoid unscheduled absences.

VI. STANDARDS OF CONDUCT

In an effort to project a positive image of the Department, certain standards must be met. Failure to do so could result in disciplinary action. (See Employee Conduct Policy).

CONFIDENTIALITY

The records of our clients and patients are confidential and highly personal, and the confidentiality of these records must be maintained. Be sure that only authorized persons who have a bona fide need for the information have access to these records. You will be given training regarding the Health Insurance Portability and Accountability Act (HIPAA) and you will be expected to comply with HIPAA confidentiality requirements at all times during your employment with LDH.

As in any workplace, you may have access to information that is sensitive. Improperly passing on this information can be very disruptive to the office as well as to the agency. You should be careful not to divulge sensitive information except as directed by agency procedures or your supervisor. (See LDH General Privacy Policy).

DISCIPLINARY ACTIONS

Disciplinary actions include suspension without pay, involuntary demotion, reduction in pay, and dismissal. Permanent classified employees have the right to appeal any disciplinary action taken against them to the Civil Service Commission. An appeal must meet the requirements of Chapter 13 of the Civil Service Rules, a copy of which is available from the Appeals Section of the Department of Civil Service located at 1201 N. 3rd St., Suite 3-280, Baton Rouge, LA 70804, telephone (225) 342-8070 and FAX (225) 342-8058.

Your responsibility as an employee includes knowing, understanding, and abiding by the rules, regulations, policies, and procedures that govern your work. Since it would be impossible to list every potential infraction, please consult with your supervisor or Human Resources concerning those actions that could bring about disciplinary results. The Employee Conduct Policy outlines behaviors that are not tolerated by LDH.

POLITICAL ACTIVITIES

To protect your privileges associated with employment in state government, the limiting of certain political activities is necessary.

As a classified employee, you are allowed to express your political views privately; cast your vote; serve as a commissioner at the polls; support or oppose issues concerning bond issues, taxes, or constitutional amendments; and attend political rallies that are free and open to the public.

However, you cannot solicit votes, make contributions, distribute campaign material, or display a campaign sticker supporting a political party or candidate on yourself or your automobile.

If you are concerned about the legality of a particular activity, you should contact your supervisor or Human Resources prior to participation. Participation in prohibited political activities will subject state employees to disciplinary action by the State Civil Service Commission.

CONFLICT OF INTEREST (GIFTS)

Since you are in a position of public trust, the Code of Governmental Ethics prohibits a public employee from soliciting or accepting, directly or indirectly, anything of economic value as a gift or gratuity from any person if the public servant knows, or reasonably should know, that the person making the gift or gratuity:

- has or is seeking a contractual or business relationship with the public employee's agency;
- conducts activities regulated by the public employee's agency; or
- has a substantial economic interest that may be substantially affected by the performance or nonperformance of the public employee's official duties.

There are some exceptions to this general rule based on the definition of a "thing of economic value". Please check with your supervisor if you are not sure whether the gift or gratuity is a "thing of economic value."

OUTSIDE EMPLOYMENT

An employee who is presently engaged in, or who plans to engage in, outside employment with any person or entity that derives revenue or financial aid from LDH and/or is licensed or regulated by LDH, must complete the Disclosure of Outside Employment form, and submit it to your appointing authority. The appointing authority shall submit the form to the Bureau of Legal Services who will determine if an advisory opinion from the Ethics Commission for Public Employees should be obtained. If additional information is needed or an advisory opinion be obtained, you will be notified accordingly. Should you need additional information, please contact your supervisor or Human Resources. (See LDH Disclosure of Outside Employment Policy).

BUSINESS DRESS STANDARDS

It is vital that LDH employees project a level of professionalism in both the provision of services and personal appearance. As a LDH employee, you are expected to present a clean

and neat appearance and to dress according to the requirements of your position while you are on duty status. The following guidelines describe "business casual attire" which is appropriate attire for most LDH office environments:

Women: Dresses; skirts with blouses and/or sweaters; slacks with blouses and/or sweaters; trousers and polo-type shirts; appropriate shoes and accessories.

Men: Tailored or Dockers-type trousers or slacks; open-collared, button-down and polo-styled collared shirts; sweaters; appropriate shoes and accessories.

Medical Staff: Scrubs are appropriate for medical staff as long as scrubs are clean and well-maintained. Clean, well-maintained athletic shoes are appropriate footwear with scrubs.

Your supervisor may direct you to adhere to special dress requirements related to your position, such as safety considerations, uniforms or the necessity to dress in "professional attire" in certain situations. (Examples of "professional attire" are suits, dresses, dress shirts, dress pants, ties, etc.). You are expected to comply with your supervisor's directives in all matters involving work attire.

If your supervisor determines that you have reported to work in inappropriate attire, your supervisor may send you home to change into other attire. You may be placed on leave without pay during this time frame and you must return to your work station in a timely fashion and appropriately attired according to your supervisor's directive to you. Questions regarding appropriate dress should be directed to your supervisor.

VII. GRIEVANCES AND APPEALS

As in any organization, misunderstanding may arise between you and your supervisor or management. Through the Department's established grievance procedures, you will be given an opportunity to discuss your complaints with the appropriate personnel.

GRIEVANCES

The policy of the Department is to resolve employee problems at the lowest possible supervisory level and at the earliest possible opportunity after such problems are recognized.

A grievance is defined as any disagreement between a supervisor and an employee, a complaint, or any alleged act of unfair treatment of an employee which has occurred while conducting the agency's business.

A clearly defined policy has been established by the Department to resolve employees' grievances. The process involves several steps which an employee must follow, with established timetables for each step. Should you find it necessary to file a grievance, you should first discuss

the situation with your supervisor. You may request a copy of the policy and filing form from your supervisor or Human Resources. The final decision is not appealable to the Civil Service Commission. (See LDH Grievance Policy).

Allegations of discrimination or harassment based on non-merit factors such as race, sex, national origin, age, and disability should be pursued through the proper authorities as outlined in the LDH Equal Employment Opportunity Policy).

Alleged violations of Civil Service Rules may be appealed in accordance with Chapter 13 of the Civil Service Rules.

CIVIL SERVICE APPEALS

Appeals can be made to the Civil Service Commission for any of several reasons including discrimination based on race, sex, political beliefs or religious beliefs; disciplinary action; and violation of any Civil Service rules. Should you decide to file an appeal, the notice of appeal to the Civil Service Commission must conform to the guidelines listed in Chapter 13 of the Civil Service Rules, a copy of which is available from the Appeals Section of the Department of Civil Service, 1201 N 3rd St., Suite 3-280, Baton Rouge, LA 70804, telephone (225) 342-8070, and FAX (225) 342-8058 or at http://www.civilservice.louisiana.gov/.

VIII. BENEFITS

HEALTH INSURANCE

You and your family members are eligible for health insurance coverage under the Office of Group Benefits. Should you choose to participate in the Office of Group Benefits, a portion of your premium will be paid by the agency, with the remaining portion of the premium being deducted from your paycheck. It is to your advantage to make a decision within the first 30 days of employment.

LIFE INSURANCE

Life insurance is also available to you and your family members through the Office of Group Benefits. You will have the opportunity to purchase life insurance upon your employment and during the yearly Group Benefits enrollment period.

MISCELLANEOUS INSURANCE

Other insurance plans may be available to you through payroll deduction including life insurance, accidental death and dismemberment insurance, dental insurance, and cancer plans. With these policies, the employee is responsible for the full premium.

WORKER'S COMPENSATION

You are covered by Worker's Compensation Insurance which pays benefits when you become disabled or miss work because of work-related injuries. Should you sustain a work-related injury, regardless how minor the injury may be, notify your supervisor or Human Resources immediately. (See Transitional Return to Work Policy).

FLEXIBLE BENEFITS PLAN

You are eligible for participation in the Flexible Benefits Plan. This plan was implemented by the State of Louisiana to help you reduce your taxes and increase your spendable income. The plan enhances your employee group insurance program by allowing you to pay any eligible insurance premium costs or dependent care expenses tax free. You never pay federal or state income taxes on the money you save on these eligible expenses. If you are interested in enrollment, please contact your supervisor or Human Resources.

IX. RETIREMENT

Membership in the Louisiana State Employees' Retirement System (LASERS) is mandatory for all state employees, except those persons specifically exempted by law. Employees who must join LASERS are probational and permanent employees with the exception of those who are contributing members of another state retirement system; are currently receiving a retirement annuity or persons that are older than age 55 at the time of employment

RETIREMENT CONTRIBUTIONS

Your retirement contribution is deducted from your paycheck every two weeks. The state's contribution to your retirement (paid by our agency) is determined annually and is based on an actuarial formula provided by state law.

REFUNDS

The money you contribute to the retirement system is not lost. Should you leave state employment before gaining retirement eligibility, you may request a refund of all <u>your</u> contributions made to the system. Please be aware that the state’s contributions are not refunded to you, but are forfeited upon your receipt of the refund.

DISABILITY RETIREMENT

Should you become totally disabled and unable to perform your job duties, you may be eligible to apply for disability benefits after you have earned at least 10 years of creditable service and you are an active member at the time the disability application is submitted. Disability retirement must be approved by a Louisiana State Employees’ Retirement System (LASERS) authorized physician. For more information, contact Human Resources or LASERS.

SURVIVORS' BENEFITS

If your death should occur prior to your retirement while in active state service or have at least 20 years of service, and are not retired, your spouse, minor children, and totally physically handicapped or mentally disabled children may be eligible to receive survivor benefits. For more information, contact Human Resources or LASERS.

DEFERRED COMPENSATION

To supplement your retirement benefits, you may wish to participate in the Louisiana Deferred Compensation Plan. This plan provides you an opportunity to invest money on a before-tax basis using payroll deduction. Because your taxable income is reduced with each contribution, you pay less federal or state income tax. Interest or earnings on your account accumulate tax-deferred, with no taxes being paid on the account until you begin withdrawing the funds.

X. TRAINING

As a LDH employee you will be engaged in lifelong learning to fulfill the dynamic public service mission of The Louisiana Department of Health. In addition to the mandatory training requirements of LDH and other state governmental entities, you will be provided with training opportunities to further advance your knowledge and skills. Your supervisor will explain which training is required for you to complete and which courses are available for you to take on your own.

XI. SAFETY

LDH is committed to providing a safe environment for the Department's employees and clients. Each LDH employee must willingly assist management in accomplishing this goal which cannot be achieved without safe work practices. Each employee is responsible for immediately reporting accidents, unsafe conditions and work practices to supervisory staff and taking effective temporary actions to minimize risk to themselves and others.

XII. IMPORTANT WEB LINKS

As an employee of the Louisiana Department of Health, we hope you will enjoy the many benefits available to employees in state government. Listed below are links to some common state employee related web sites.

LDH Website:
http://www.ldh.louisiana.gov

DHHNet (Internal LDH Website):
http://dhhnet/Pages/Home.aspx

LDH Policy Manual:
http://dhhnet/secretary/hrtsd/DHH%20Policy%20Manual/Forms/By%20Policy%20Type.aspx

Louisiana Employees Online (LEO):
https://leo.doa.louisiana.gov/irj/portal

State of Louisiana Website:
http://louisiana.gov/

Department of State Civil Service Website:
http://www.civilservice.louisiana.gov/

State Travel Information:
http://www.doa.la.gov/Pages/osp/Travel/Index.aspx

Office of Group Benefits Website:
http://info.groupbenefits.org/

Louisiana State Employees Retirement System (LASERS) Website:
https://lasersonline.org/

State of Louisiana Public Employees Deferred Compensation Plan Website:
https://louisianadcpretire.gwrs.com/login.do

XIII. CONCLUSION

We hope the information contained in this handbook will assist you in becoming familiar with the policies, procedures and rules of the Department of Civil Service. Throughout this handbook, you are referred to your supervisor for assistance in understanding LDH policies and procedures. Please take advantage of that expertise. In addition to your supervisor, the Human Resources staff stands ready to assist you.

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