

Eastern Idaho Public Health – Board of Health
Employee Handbook Policy Review
June 17, 2015

CUSTOMER SERVICE POLICY

Service to customers is of the highest priority to EIPH. As we continue to operate in an increasingly competitive environment, our ability to exist and provide services is closely tied to the quality of services. Initial training in the District's Customer Service Policy will occur by the Human Resources Specialist during at new employee orientation. Additional specific training will occur within the various departments and programs.

To ensure our customers receive the highest possible service quality, the following work priorities are to be observed.

- Customers will not be denied or receive delayed services because employees are busy with non-customer activities – ***remember, our customers come first.***
- Customers arriving on time for a scheduled appointment are to be served first. Walk-in customers are to be given second priority as the schedule allows. Late arriving scheduled customers are to be treated as walk-in customers if their originally scheduled appointment time has already been given to another.
- Non-direct customer activities such as coding, typing, ordering and stocking supplies, preparing reports, preparing presentations, filing, etc. are an important part of the Health District workload and should be completed during regular business hours. These duties are to be completed as your work permits. In other words, customers will be served first and non-direct customer activities will be interrupted to provide prompt customer service. Non-direct customer services (billings, reports, etc.) are crucial and important to the successful operation of the District. It is important to plan ahead and manage time carefully to ensure all responsibilities are accomplished within established timelines.

COMMUNICATION EXPECTATIONS

In order to provide excellent customer service and promote positive interpersonal communications, the following expectations have been developed for communicating with others in person, by phone, or through e-mail. All EIPH employees are expected to follow these expectations. Failure to do so will result in a "Does Not Achieve" in the Customer Focus portion of the employee's performance evaluation.

In Person

- SMILE ☺
- Make eye contact and verbally acknowledge clients immediately upon their entrance into your work area. Suggested greetings include:

"Hello. How may I help you?" or "Hello. I will be with you in just a moment."
- If staff or clinics are running behind when a client arrives for an appointment, apologize for the delay and notify the client of approximately how long the wait is estimated to be, giving the client a choice up front to wait or reschedule. If clients have to wait for more than a few minutes or longer than expected, check in with them frequently.
- Be friendly and extend personal greetings to coworkers.

Telephone

- **Greeting:** When answering the telephone for outside calls (this includes main lines in the Idaho Falls office and all satellite offices, as well as all external calls to direct lines in the Idaho Falls office), all staff should use the following script. Please say it with a SMILE ☺:

Thank you for calling Eastern Idaho Public Health. This is (first name). How may I help you?

EXCEPTIONS: The Environmental Health and WIC Divisions have modified greetings for the answering of their main phone lines.

- **Environmental Health:** *Thank you for calling Eastern Idaho Public Health's Environmental Section. This is (name). How may I help you?*
- **WIC:** *Thank you for calling the Eastern Idaho Public Health WIC program. This is (name). How may I help you?*

INTERNAL CALLS: For internal calls, you do not need to use this entire greeting, but you should identify yourself to the caller.

- **Transferring Calls:** Sometimes, calls are received from individuals who share details with the person initially answering the call, but who cannot assist them. When this happens and the call must be transferred to another employee, the person transferring the call should give the employee to whom the call is being transferred a brief explanation of the call prior to the transfer in order to prevent the caller from becoming frustrated by having to repeat his/her issue. To do this, tell the caller the name of the employee that his/her call will be transferred to and then press the "Transfer" button on the phone—**but do not hang up**. The call will ring at the other employee's desk. When he/she answers, provide him/her with the details of the call and then hang up. The caller will now be connected to the other employee, who should greet the caller by introducing himself/herself, summarize the issue and then provide assistance to the caller.
- **Voicemail:** All employees should record a personal greeting on his/her voice mailbox (if they have one). Employees can choose a generic greeting or can choose to record a daily message. At a minimum, the voicemail message should say something to the effect of:

Thank you for calling Eastern Idaho Public Health. You have reached the voice mail of (name). I am not available to take your call right now. Please leave your name, phone number, and a brief message and I will return your call within one business day.

However, if an employee is going to be away from the office for more than one business day, this should be shared in the voicemail message. The message should also include an alternate phone number the caller can use to get assistance from another health district employee if needed.

For example: *Thank you for calling Eastern Idaho Public Health. You have reached Jane Doe. I will be out the office until Tuesday, November 12. You are welcome to leave a message and I will return your call at that time. However, if you need immediate assistance, please dial 162 now and you will be transferred to Sally.*

- **Out of Office Phone Coverage:** For Idaho Falls staff, if you are out of the office for more than one business day, you can forward your phone to another staff member to be answered, but please get that person's permission before doing so. However, when your phone is forwarded to someone else's extension and he/she does not answer the call, the call will revert back to your voicemail box where the caller can leave a message. Instructions are available from IT for call forwarding upon request.
- **Returning Messages:** The expectation is that all voicemail messages be returned within one business day (unless you are out of the office and your message indicates this).

E-Mail

- **Response Time:** The expectation is that employees do their best to respond to e-mail messages within two business days.
- **Automatic Reply:** When an employee is going to be out of the office for more than one business day, the expectation is that the employee sets up a rule in Outlook that sends automatic replies to people who send e-mails during the employee's absence. Your automatic reply should give the e-mail sender an alternate e-mail or phone number to contact that can be used to get assistance from another health district employee if needed.

To set up an Automatic Reply, open Outlook, 1) click on the "File" tab, 2) then on "Automatic Replies." 3) Click on the option to "send automatic replies" and type your message in the box. Please note that you have the option of sending replies to e-mails from "Inside my Organization" and "Outside my Organization." Make sure you update the text for both responses. Click OK. *Make sure when you return from your leave, turn the automatic replies OFF.*

Written Correspondence

Written correspondence addressed to EIPH employees requires prompt attention and/or response. Typically, responses should occur as soon as possible, but no later than five business days. All written correspondence will be printed on EIPH's official letterhead.

DISTRICT VEHICLES

EIPH maintains a fleet of vehicles for employees' business use. The vehicles are clearly identified with the district's logo, so employees are reminded to drive safely and responsibly in accordance with all State laws, while also being respectful of other drivers.

District vehicles are available in most offices and should be used rather than employees' personal vehicles whenever possible for both in-district and out-of-district travel. Employees will be required to provide the district's Human Resource Specialist with a copy of their current driver's license. Employees just carry liability insurance on their personal vehicle in the event it is used for business associated with EIPH. Acknowledgment of this coverage is obtained at hire and kept in the employee's personnel file. Employees who have their driver's license expire, suspended, or revoked are responsible to notify their immediate supervisor.

District vehicles may be used by employees and other persons (volunteers, students, interns, etc.) acting on behalf of the District, whether with or without compensation. Individuals not serving in an official capacity of EIPH may not operate or ride in an EIPH vehicle.

Satellite Offices

Staff in the satellite offices should check with the Office Specialist on how to check out a vehicle.

IDAHO FALLS CAR POOL

In an effort to better manage the district's fleet of vehicles, a centralized car pool system has been implemented in the Idaho Falls office. This will allow EIPH management to more effectively monitor district vehicle usage and needs, as well as develop a more efficient vehicle replacement plan. The central car pool is located in the Receiving Area. This is where employees will check out and return vehicles, pick up vehicle books, and report any problems with vehicles.

Rules and Responsibilities of All Responsibility of Employees Using a District Vehicle:

1. When the use of a district vehicle is needed, the employee should "check out" a vehicle in the Receiving Area. Each vehicle will have its own sign-out sheet. Please complete the sign-out sheet prior to taking the vehicle. Please make sure all boxes are completed and that the writing is legible. Upon your return, note the return date and time on the sign-out sheet.
2. Use of vehicles is on a first-come, first-served basis. PLEASE DO NOT CHECK OUT A VEHICLE UNTIL YOU ARE READY TO LEAVE ON YOUR TRAVEL. If more than one person needs a vehicle at the same time, the individual traveling the farthest distance should use the district vehicle. If there is no district vehicle available for use, employees have the option of driving their personal vehicle. In this situation, employees will be reimbursed the full mileage rate. Please make note of this ("No District Vehicle Available") on your travel reimbursement form. If a vehicle is needed for out-of-town travel, or the four-wheel drive vehicle is needed due to weather conditions, there is a "Reservation Form" available that can be posted on the vehicle's clip board. Employees should make every effort to comply with the reservations.
3. When checking out a district car, employees should perform a routine inspection before they take the car. The inspection should note the following:
 - Any vehicle body damage
 - Condition of windows (cracked, etc.)
 - Tires (do they appear to have good treads, do they appear to have adequate air pressure)
 - Cleanliness of car (inside and out).
4. Seat belts must always be worn when operating or riding in an EIPH vehicle.
5. The use of cell phones while driving is prohibited. If you must make/receive a call, please pull off the road and stop in a safe location.
6. Idaho law prohibits texting while driving. EIPH employees will refrain from texting while driving a district vehicle.
7. Prior to returning the vehicle, if the gas tank is less than half full, fill the tank with gas. If a gas station does not accept the agency credit card, you can use a personal credit card or pay cash. Turn in the receipt with your travel reimbursement form in order to receive reimbursement.
8. Prior to returning the vehicle, employee is responsible to clean any spills, crumbs, etc.; remove all garbage from inside the vehicle; and make sure the vehicle is left clean. A package of wet wipes is available in each vehicle.

9. A monthly trip report sheet is included in each vehicle binder. This is to be completed by the driver following each trip.
10. Immediately upon your return, return the car book to the Receiving Area. **DO NOT KEEP THE BOOK AT YOUR DESK OR LEAVE IT IN THE CAR.** In the event an employee returns to the office after hours and does not have access to the building, the vehicle should be left in the parking lot with the keys and mileage book locked in the vehicle. It is the responsibility of the employee to return the keys and book to the Receiving area first thing the next morning.
11. Report any problems on a "District Vehicle Problem Report" form and place the form in the box located by the district vehicle book.

Note: *There is one unmarked district vehicle that can be used when anonymity is required (currently x3408). The book for the four-wheel drive Escape is kept in the Fiscal Office and can be checked as needed.*

USE OF PRIVATELY OWNED VEHICLE

If an agency-owned vehicle is available to the traveler, but for personal convenience a privately owned conveyance is used, the reimbursement shall be limited to the District vehicle fleet average cost per mile for the prior fiscal year. This rate is noted on the Travel Reimbursement Form.

However, if there is already a district car going to a specific location and an employee chooses to drive a personal vehicle instead, the employee **will not** be reimbursed for mileage. In special circumstances, the EIPH Director may grant approval for mileage reimbursement in this case. If multiple employees take personal vehicles to the same location/event, one mileage reimbursement will be granted and shall be divided equally among the travelers.

VEHICLE MAINTENANCE AND REPAIRS

The District's Maintenance and Custodial staff will oversee the maintenance schedules (regular oil change, tire rotation, etc.) of the district vehicles.

If you experience any mechanical difficulties or other problems (cracked windshield, worn tires, worn wipers, unclean vehicle, etc.) with an agency vehicle, please complete a "District Vehicle Problem Report" form and give it to the Human Resource Specialist

REPORTING OF AUTOMOBILE ACCIDENTS

All accidents involving a District vehicle must be reported by the employee immediately to EIPH's Fiscal Officer. If the accident involves another vehicle, an instruction sheet is located in the vehicle packet, which is to be given to the other driver informing them how to file a claim, should they wish to do so. In addition, an Auto Accident Report Guide form, a copy of which is located in each EIPH vehicle binder, must be completed and submitted to the EIPH's Fiscal Officer. Any liability complaint filed against an employee while performing within the scope of his or her employment shall be immediately directed to the Director.

DRUG- AND ALCOHOL-FREE WORKPLACE

EIPH is committed to maintaining a working environment free from use of alcohol and illegal drug. Drug use and abuse (including alcohol) impacts morale, lowers productivity, and increases potential accidents and health care costs.

RESTRICTIONS

The unlawful manufacture, distribution, dispensation, possession, or use of a controlled substance or alcohol is prohibited in the workplace, while on EIPH property, and while performing official business on behalf of EIPH. Consumption of alcoholic beverages or use of illegal drugs during work shift break times and lunch breaks is also prohibited.

Legal use of prescribed medication is not subject to this policy. However, prescribed use of narcotics for pain, or following surgery, should be brought to the attention of the employee's immediate supervisor for safety reasons.

REPORTING

Appearing for work or performing any job duties or EIPH business while intoxicated or impaired by alcohol or drugs is prohibited. An employee who suspects a prohibited incident is taking place shall immediately report the matter to his or her supervisor, Division Director, or the EIPH Director. The matter should never be discussed with co-workers or persons not directly responsible for investigating the situation.

INVESTIGATION

EIPH shall investigate and take corrective action whenever there is a "reasonable suspicion" of the unlawful manufacture, distribution, dispensation, possession, or use of a controlled substance or alcohol. Based upon information used to determine "reasonable suspicion," EIPH's director may authorize the inspection or search of an employee's clothing, purse, wallet, bag, desk, office, vehicle, or any other property located on EIPH premises. EIPH will clearly outline the place to be searched, the item searched for, and the rationale for any searching prior to conducting any inspections. Such search shall be conducted by at least two supervisors. Furthermore, the employee may be requested by EIPH's Director to undergo appropriate testing at a certified substance abuse testing facility. The employee may refuse testing; however, this refusal may result in disciplinary action, up to an including dismissal, in accordance with IDAPA rule 15.04.01.190.

An employee who pleads guilty to or is found guilty of any criminal drug violation or driving under the influence of alcohol or controlled substances, must notify his or her supervisor within five (5) days after the conviction. EIPH may be required to report such information to governmental agencies with whom it contracts.

DRUG AND ALCOHOL TESTING

Policy

EIPH may require any employee or job applicant to submit to a blood, breath, and/or urine test for drugs or alcohol, in the following circumstances:

1. **Pre-employment**: Pre-employment testing is required for all new hires, with job offers being contingent on the individual successfully passing the testing. Applicants who fail to pass a pre-employment drug or alcohol test will be ineligible for employment for a minimum of one (1) year.
2. **Post Accident Testing**: Employees involved in on-the-job accidents may be subject to testing. Based on the circumstances of the accident, the EIPH Director or his/her designee may initiate the testing process. An employee subject to post-accident testing shall not consume alcohol or controlled substances prior to testing. Exceptions will be made for prescribed maintenance medications and/or medications administered to treat an injury related to the accident.
3. **Reasonable Suspicion**: EIPH will require any employee to be tested for the presence of drugs or alcohol based on reasonable suspicion. Reasonable suspicion shall be defined as a reasonable suspicion, by a supervisor or above, concurred by the EIPH Director or his/her designee, that an employee is or has been impaired on the job. This determination of a reasonable suspicion may be based on a variety of factors, including but not limited to:

- a. Direct observation or reliable reports from co-workers or others.
- b. Possession of drugs or alcohol on the premises, or use of drugs or alcohol at work, prior to work, or on break.
- c. Behavior, speech, or other physical signs consistent with impairment.
- d. A pattern of abnormal conduct or erratic behavior, which is not otherwise satisfactorily explained.
- e. Unexplained accidents, on the job injuries, or property damage.
- f. A combination of some of the above factors and/or other factors in the judgment of management.

Management's determination of whether reasonable suspicion exists shall be final.

Process

1. **Scope:** Drug and alcohol testing of applicants or employees may include a urinalysis, breath analysis, and/or blood sample testing as determined by EIPH and the testing service provider/laboratory. Testing may include, but not be limited to, detecting the presence of alcohol, marijuana, cocaine, opiates, amphetamines, and phencyclidine (PCP). EIPH may increase or decrease the list of substances for which testing is conducted at any time, with or without notice. In addition, EIPH may require that separate samples of multiple tests are conducted. Test levels and standards will be established by EIPH and the testing service provider/laboratory. A positive result for alcohol at a level of .02 or greater will be considered in violation of this policy.
2. **Confirmation:** Initial positive tests shall be confirmed using a second test in accordance with applicable law.
3. **Specimen for Testing:** Job applicants and employees selected for testing shall appear at the designated time and place and provide the necessary sample for testing. If the test sample is drawn off-site, employees tested based on a suspicion that the employee may be impaired shall be transported to the site by a supervisor or another person designated by EIPH. The applicant and/or employee must sign any consent requested and provide any other information. Failure or refusal to do so may result in disciplinary action up to and including termination or denial of employment.
4. **Testing an Injured Employee:** An employee who is seriously injured and cannot provide a specimen at the time of the accident shall provide the necessary authorization to obtain hospital reports and other documents that may indicate whether there were any controlled substances or alcohol in his/her system.
5. **Notification of Results:** Employees and applicants will receive notification of positive test results and will be given an opportunity to explain such results. Failure to submit to a test in a timely manner may result in discipline up to and including termination.

REHABILITATION

1. **Purpose and Responsibility:** EIPH recognizes that drug dependency and alcoholism are health problems and will attempt to work with and assist an employee who becomes dependent on controlled substances and/or is abusing alcohol. Employees will be assisted in identifying rehabilitation services, referral agencies, or other resources to help the employee in dealing with his or her problem. It is the employee's responsibility, however, to see that such problems do not interfere with proper job performance or expose others to the risk of harm. All employees are urged to obtain any necessary help before a personal problem becomes an employment problem.
2. **Evaluation and Treatment:** An employee may be required, in addition to discipline or as an alternative to discharge for violation of this policy, to undergo an evaluation for alcohol or chemical dependency should the employer so elect. This alternative may be offered on a case-by-case basis at the sole discretion of EIPH management. If recommended by an evaluation, enrollment in and successful completion of chemical dependency treatment may, at the sole discretion of EIPH management, be accepted once as an alternative to disciplinary action of an employee (not applicable to job applicants), and as a condition of continuing employment. Eligibility to return to work and any special conditions on the employee's work shall be determined on a case-by-case basis considering all relevant circumstances, including EIPH's interest in client safety and operational efficiency.

RECORDS

EIPH shall not release the individual test results of any employee or applicant to any person outside EIPH without first obtaining written authorization from the tested employee or applicants unless otherwise directed by law. Information will be released within EIPH only to those employees and agents who have a legitimate need to know the information for EIPH business purposes.

COSTS

Mandatory drug/alcohol testing costs shall be paid by EIPH. Treatment costs shall be the responsibility of the employee to the extent not covered by the employee's health insurance.

DOMESTIC VIOLENCE

This is Idaho Division of Human Resources Policy (IDHR) that is applicable to all State of Idaho executive branch agencies, including EIPH. To access the policy, click here: [SECTION 8 – DOMESTIC VIOLENCE](#).

General Information

EIPH does not tolerate domestic violence. Domestic violence is a major public health issue. EIPH's health care professionals as well our other front-line staff may be the first individuals to whom abused victims turn for help. It is important that all district staff members are aware of accurate information and resources to provide appropriate assistance. EIPH offers support and referrals for assistance to employees who are victims and disclose concerns or request help.

Disclosures

Disclosures may be made to EIPH supervisors, Administration, or HR staff. When an incident involves employees from more than one state agency, agency heads will ensure that appropriate responses to the situation are coordinated.

Confidentiality

EIPH recognizes and respects the employee's right to privacy. The employee's disclosure will remain confidential unless there is a threat to the safety of the individual or other employees in the workplace. Whenever possible, the employee will be given notice of necessary disclosures.

Resources

Referral information will be provided to employees, and may include:

- local and state resources for domestic violence victims;
- advocacy and legal services;
- medical and counseling services;
- building security or local law enforcement agencies; and
- Employee Assistance Program information.

In addition, employees are encouraged to visit the Idaho Council on Domestic Violence and Victim Assistance website at <http://www.icdv.idaho.gov/>

Safety

EIPH will work with the employee to develop an individualized workplace safety plan when necessary. The safety plan may include, but is not limited to, the following measures:

- screening telephone calls;
- setting an alternate work schedule;
- arranging an escort to and from parking areas;
- working with building security or other law enforcement to enforce restraining orders or orders of protection on EIPH property;
- relocating an employee's workplace to a more secure area; and
- saving any threatening emails or voice mails.

Time Off

Time off will be in compliance with Idaho Code, Division of Human Resources rules, and statewide and EIPH policies. An employee may be asked to present court orders before leave is granted. Leave may include, as applicable:

- accrued compensatory time;
- sick or vacation leave;
- FMLA leave;
- unpaid leave.

Court Orders

Employees are encouraged to disclose the existence of court orders for protection from abuse or harassment to their supervisor or HR staff. Under no circumstances will these orders be placed in an employee's personnel file.

Any information regarding an employee's involvement in a domestic violence situation will be kept separately from the employee's personnel records, in a secure location.

Any individual who applies for and obtains a protective or restraining order which lists EIPH locations as being protected areas must provide a copy of the order to the EIPH.

Work Performance

When an employee has performance problems as a result of domestic violence, EIPH will offer support and an opportunity to correct the problems. Supervisors may develop a work plan with the employee to assist them in meeting performance expectations.

Nothing in this guideline alters the authority of EIPH to establish performance expectations, counsel employees, impose discipline, reassign duties, place an employee on leave, or take other action as necessary.

In addition, any employee who uses any EIPH resources including but not limited to telephones, cell phones, pagers, facsimile machines, mail, electronic mail, vehicles, or credit cards, at any time or place to commit domestic violence will be subject to corrective or disciplinary action, up to and including termination.

Retaliation

There will be no retaliation resulting from an employee making a complaint, reporting an incident of domestic violence, or otherwise asserting rights or responsibilities under this policy or relevant laws.

EIPH Responsibility

In response to an employee's notification of a domestic violence situation, management will be responsible for coordinating discussions with legal counsel and building security or local law enforcement.

Responding to Reports of Domestic Violence from EIPH Clients

If a victim of domestic violence or sexual assault calls or walks into the Health District stating they have been assaulted, referral can be made to the following staff:

- Reproductive Health Clinical Staff
- Public Health Nursing Staff
- Family and Community Health Services Division Supervisors

District staff members are required to complete an [Abuse/Neglect/Policy/EMS Report Form \(Appendix G\)](#) outlining the details of the complaint and the resulting referrals and reports made. It is important that Division Directors be informed of and review such incidents.

Additional resources for Victims of Domestic Violence and/or Sexual Assault

- Local police (911)
- Family Violence and Sexual Assault Intervention Center:
Crisis Line: (208) 235-2412 / Office (toll free): 1-866-322-4352 or (208) 529-4352
1050 Memorial Drive, Idaho Falls, Idaho 83402
- National Domestic Violence Hotline: 1-800-799-7233 or 1-800-799-SAFE
- Sexual Assault Hotline: 1-800-656-4673
- Blackfoot - Bingham Crisis Center: (208) 785-1047
- Driggs – Family Safety Network: (208) 354-8057
- Rexburg - Family Crisis Center: (208) 356-0065
- Salmon – Mahoney House: (208) 756-3146

According to Idaho Code Title 16, Chapter 16 (Child Protective Act), known or suspected child abuse must be reported. For anyone under 18 years of age who is a victim of abuse, Child Protective Services must be called.

- Idaho Falls: (208) 528-5900
- Blackfoot: (208) 782-2600 or 1-855-552-5437 (24-hour hotline)
- Rexburg: (208) 359-4750
- Salmon/Challis: (208) 756-2985

DUE PROCESS

In accordance with Division of Human Resources (DHR) Rule 200 (IDAPA 15.04.01.200), each agency must maintain written employee due process procedures. These procedures apply to classified employees only.

Purpose

Classified employees who have attained permanent status (satisfactory completion of the probationary period) are entitled to due process before EIPH makes any decisions to dismiss, demote, suspend, or involuntarily transfer an employee. Due process requires EIPH to provide the employee with notice and an opportunity to be heard before such a decision is made.

Procedure

The following steps must be strictly adhered to before EIPH takes any disciplinary action listed in Department of Human Resources Rule 190.

Step 1: Notice

EIPH will provide notice to a permanent classified employee of the proposed disciplinary action, which will include the following information:

1. Notice of the contemplated action, for example, dismissal. It may also set forth alternative forms of discipline, such as demotion or suspension.
2. Notice of the basis for the contemplated action, which is the for-cause reason and corresponding legal citation which supports the action against a permanent classified employee. For-cause reasons are listed in IC 67-5309(n) and in DHR Rule 190.01.
3. Explanation of the evidence pertinent to the contemplated action. This could include an explanation of statements made by other employees, an explanation of documents, and/or an explanation of events leading to the notice.
4. A time period within which the employee may respond to the notice. EIPH will set the time limit which will not exceed ten (10) working days after the employee has received notice, unless both EIPH and the employee agree otherwise in writing.

The Notice of Contemplated Action (NOCA) will be sent or hand-delivered to the employee. EIPH will not maintain the NOCA in the employee's service record. It will be placed in a file reserved for such notices and not made public. The final decision information will be placed in the employee's personnel file.

Step 2: Opportunity to Respond

An employee who receives a notice of contemplated action (NOCA) is entitled to an opportunity to respond in person or in writing. This is the employee's opportunity to present his or her reason(s) why the contemplated action should not be taken. The employee may accept the opportunity and respond within the stated time period, reject the opportunity by failing to respond within the time period, or waive the opportunity in writing. The law provides an employee with the right to be represented by a person of his or her choosing during the opportunity to respond.

Step 3: Director's Decision

The Director will notify the employee of the final decision no later than ten (10) working days after the employee has responded, failed to respond, or otherwise waived his or her right to respond. If a disciplinary action is imposed, the employee may have the right to appeal EIPH's decision to the Idaho Personnel Commission within thirty-five (35) calendar days. Information regarding appeals may be found in Department of Human Resources Rule 201. Any such appeal does not stay the action. The Director's final decision will be sent or hand-delivered to the employee and the Administrator of DHR concurrently. The Due Process procedure ends when the Director notifies the employee of EIPH's decision.

ELECTRONIC CIGARETTES

EIPH prohibits the use of electronic cigarettes inside its buildings and on its premises.

The American Cancer Society, American Heart Association, The Campaign for Tobacco-free Kids, and the American Lung Association strongly support smoke-free laws that prohibit the use of electronic cigarettes. Currently, electronic cigarettes are not approved by the Food and Drug Administration (FDA) as nicotine delivery devices. According to the FDA, electronic cigarettes have been classified in the same category as regular cigarettes. Electronic cigarettes emit secondhand vapor (not smoke) that can be seen and smelled, but it has not been studied, so claims of safety are premature. It is likely that electronic cigarettes emit nicotine, propylene glycol, carcinogens, and other substances. Nicotine deposits react with an element in the air to form potent carcinogens. People are then exposed to "thirdhand smoke" by inhalation, skin exposure, and ingestion. Not only do electronic cigarettes cause confusion when enforcing smoke-free policies, electronic cigarettes model "smoking" for youth. As a courtesy to our employees and customers, and in order to act as a role model for promoting a healthy lifestyle, electronic cigarettes are not permitted inside EIPH facilities, nor any place on EIPH grounds (owned or leased), in EIPH vehicles, or in any vehicles parked on EIPH property.

As a reminder, signs prohibiting electronic cigarettes will be visibly posted. Enforcement of this policy is the shared responsibility of all EIPH personnel. The EIPH electronic cigarette policy applies to all employees, volunteers, clients, visitors, contractors, and vendors.

Violation of this policy by any employee will result in corrective action. Depending on the circumstances, this action may include disciplinary action, up to and including termination of employment.

ELECTRONIC RESOURCES USAGE

POLICY

The internet, e-mail, computers, printers, scanners, fax machines and the like are property of the health district. These are powerful research, communication, commerce, and time-saving tools that are provided for the use of EIPH employees to further the mission of the district through the conduct of official business. Perceptions and actions are important and EIPH employees must be constantly aware of how their actions are perceived by the public. Use of the district's electronic resources by employees should reflect the level of quality and professionalism expected by the district administration.

Only employees of EIPH or others serving in an official capacity on behalf of the district (students, interns, contractors, etc.) are authorized to access and use district property and resources to fulfill their duties and responsibilities associated with the district. Any device that is donated to the district is considered district property. Additionally, any information that is stored, created, produced, or otherwise communicated by anyone employed by the district is considered the intellectual property of the district and may be subject to state document retention and public records policies. Users should not have any expectation of privacy as to the use of EIPH electronic resources. EIPH has a right to access, monitor, audit, record, restrict, or disclose any information on any district device at any time and without notice.

New hardware or software purchases should follow the district's purchasing procedures. An impact analysis may need to be completed prior to completing any purchase.

EIPH property is not to be taken or used for personal use. Engaging in any activities with the intent and/or for the express purpose of personal gain during scheduled, work-time hours is strictly prohibited. In addition, EIPH reserves the right to assign financial responsibility to any person or entity that damages equipment through negligence or conscience act with intent to do harm.

Violation of any part of this Electronic Resources Usage Policy, and any other State or Federal laws/policies may result in revocation of employee privileges, disciplinary action, or possible legal action. ***Any exceptions to this policy must be obtained in writing from the EIPH Director.***

INTERNET, E-MAIL, AND NETWORK USE & ACCESS

1. Access to the Internet and e-mail offers a variety of benefits to EIPH; however, it can also expose the District and the State of Idaho, to significant risks to their data and system if appropriate security measures are not employed. Excessive, unnecessary Internet usage causes network and server congestion and reduces employee productivity. Unlawful Internet usage may also expose EIPH, the State of Idaho, and/or the individual user to legal liability. EIPH reserves the right and authority to dictate which Internet or network resources may or may not be available to personnel at any given time. Personnel who are authorized to use the Internet will be held accountable for any breaches of policy, security, or confidentiality resulting from their use of it.
2. Users should identify themselves properly when using the Internet and e-mail, conduct themselves professionally, as representatives of EIPH and Idaho State Government, and be aware that their activities reflect on the reputation and integrity of all state employees.
3. Users may access any web site owned or operated by the State of Idaho for the purpose of conducting business as authorized by the district, such as the online payroll system, providing they have the proper credentials to do so.
4. Users will be provided accesses to legitimate, reputable web sites needed to perform their jobs. If a website is blocked but access is needed by an employee to perform their job, a request should be made through the employee's Division Director to the IT staff to unblock the site, which will be granted as long as the site is deemed safe.
5. Social media websites may be made available for use only for authorized personnel, and may only be used to access information that pertains to the district, its services, functions, and activities.
6. If for any reason, anyone using the district network encounters inappropriate content on any website, without actual intent of finding such content, they must immediately exit that site and report the incident to their immediate supervisor. If such material is viewed with actual intent, appropriate disciplinary action will be instated.

7. Any e-mail containing Protected Health Information (PHI) **MUST BE ENCRYPTED** prior to sending it in order to comply with federally mandated regulations. Refer to the EIPH's HIPAA policies for guidelines with identifying what constitutes PHI.
8. When staff is not able to use any district networks to access e-mail, EIPH currently does have a web portal to the e-mail system, and it is encouraged to use this portal on personal devices - mobile or otherwise. (<https://164.165.189.70/owa>)
9. Network storage (for example, H and P drives) is provided for any of the electronic archival needs of the district personnel, but only for district-related information. Employees are expected to store their electronic work at these locations. DO NOT save work on a computer's desktop or hard drive (C drive).

Unacceptable Uses of Internet/E-mail/Network

1. Personal use of the Internet is prohibited and includes, but is not limited to: working for a third party, streaming media, social media sites, shopping, playing games, surfing the web, soliciting co-workers for personal gain, etc. *Note: Internet access to personal banking, educational, or child care resources may be allowed if deemed appropriate by the district administration. Exemptions for Internet resources will be approved by the EIPH Director after a genuine need has been identified. Any exemptions will be documented with their allowed time frames of access and applied scope of effect. Access to such sites by an employee must be done on personal time and must not interfere with EIPH business.*
2. Users may not:
 - a. Download, store, transmit, or display any kind of material on any district device that violates federal, state, or local laws and regulations, executive orders, or that violate any district adopted policies, procedures, standards, or guidelines.
 - b. Download or distribute pirated materials from any source.
 - c. View or distribute obscene, pornographic, profane, or sexually oriented material.
 - d. Violate laws, rules and regulations prohibiting sexual harassment.
 - e. Encourage the use of controlled substances for criminal or illegal purposes.
 - f. Engage in any activities for personal gain.
 - g. Obtain or distribute copyrighted information without permission.
 - h. Obtain or distribute advertisements for commercial enterprises, including, but not limited to, goods, services, or property.
 - i. Violate or infringe upon the rights of others.
 - j. Conduct business unauthorized by the district.
 - k. Obtain or distribute incendiary statements which might incite violence or describe or promote the use of weapons.
 - l. Obtain or exchange proprietary information, trade secrets, or any other privileged, confidential, or sensitive information that is not authorized.
 - m. Engage in any political activity prohibited by law.
 - n. Use the system for any illegal purpose.
 - o. Knowingly or willfully create or propagate any malicious software or other destructive program code.
3. Any of an employee's personal files, including, but not limited to: music files, photos, videos, scholastic projects, extra-curricular errata, personal business errata, and the like, are not to be stored on the district computers, network, or other associated devices. Such files are subject to removal at the discretion of the IT Staff or EIPH Director without notice to the offending party.

HARDWARE

1. Computers, laptops, tablets, printers, copy machines, fax machines, scanners, etc., are to be used for the general purposes of conducting official business of EIPH. Such equipment is not to be used for personal purposes of the employee, with the following exceptions:
 - A. Copy Machines: Employees are allowed to make personal copies (when less than 50 are needed) as long as the copies are paid for by the employee. Payment for personal copies should be made to the Human Resource Specialist in Idaho Falls or the Office Specialist in the satellite offices. The charges are calculated per printed face, i.e. per page. A sheet of paper has two faces: a front and a back. A page is defined as a printed face of a sheet of paper.
 - The price per page of black, printed material is \$0.05 each.
 - The price per page of color, printed material is \$0.10 each.

- B. Fax Machines: Employees may use the fax machine for sending local personal faxes. Personal long distance faxes are allowed with the use of a personal calling card. Personal use should be kept to a minimum and should not interfere with District use.
2. Data storage devices must be authorized for use by an employee's supervisor and the IT department. At the district's discretion, other policies concerning the use of data storage devices may be applied.
 3. The district may enforce policies that restrict any device's access to network resources unless specific security features are present and up-to-date.
 4. As a need is identified, some employees may be issued equipment (cell phone, laptop, tablet, etc.) to assist them in performing their jobs. Before district-purchased equipment is issued to an employee, the employee will be required to sign an Equipment Use Agreement.
 5. Personal mobile devices may be used to access the district e-mail system directly, but are subject to the district policy of being able to remotely wipe and/or otherwise control the device. This privilege may be revoked or modified by the district administration to affect the whole district, groups of individuals, or specific individuals.

Unacceptable Uses of Hardware

1. Personal devices or media for data storage of any type are prohibited for use with any district devices. The exception to this provision is that of personal media players which connect directly to audio speakers, and never connect to any other district devices in any other manner, especially by way of USB ports.
2. All foreign devices are prohibited from connecting to any of the district devices, in particular, any network or computer owned or operated by EIPH. The exception to this provision is USB thumb drives or optical media, which guests may use to store presentations for use while at EIPH. This exception applies expressly to conference room presentations. Such devices should be scanned for any malicious software prior to use.
3. Personal devices capable of providing wireless network or internet access are prohibited from doing so for use with any district devices. Exceptions may present themselves in extenuating circumstances, and need to be communicated to IT staff as soon as possible.

SOFTWARE

EIPH provides employees with the Microsoft Office suite (Outlook, Word, Excel, Publisher, PowerPoint, Access) to enable them to conduct official business of the district. Program-specific software or web-based programs are made accessible to employees as deemed appropriate (Greenway/SuccessEHS, CDP, Paragon, WISPr, Care Ware, SDWIS, TRIM, etc.) The uses of such software/programs for purposes that are not related to the district are prohibited.

Unacceptable Uses of Software

1. External or third-party data storage systems are prohibited from use and include, but are not limited to: Google Drive, Dropbox, SkyDrive, and the like.
2. Entertainment\Recreational software of any type or genre is prohibited for use on any district device. In respect to personal devices, any such software may not otherwise be used during regular work time hours.
3. Any form of software of malicious intent or design is prohibited.
4. Any unauthorized software used with district devices is subject to forfeiture without compensation. Regardless if the software has been provided by an individual using personal funds, or not. Corrective or disciplinary actions may be instated as a result.

EMERGENCIES

EMPLOYEE RESPONSE ROLES

EIPH has statutory obligations to preserve and protect the health of the public. A condition of employment is a willingness and to assist during public health emergencies as assigned and participation in preparedness training and exercises as requested.

Employee Responsibilities

All health district staff members have an emergency response role and may be expected to respond to threats of a public health emergency in accordance with the District's Public Health Preparedness Plan. This may include requirements to work longer shifts, nights, or weekends and to perform duties different than their daily routine. No one will be asked, expected, or allowed to perform duties for which they are not trained or qualified.

Condition of Employment

- New employees (unless otherwise approved by the Division Director) are required to complete Incident Command System (ICS) 100 and 200 as well as National Incident Management System (NIMS) ICS 700 within 90 days of employment.
- In addition to completing the ICS training, new employees shall also meet with the District's trainer or designee and complete any other emergency training. This could include reading the Point of Dispensing (POD) and other manuals such as: "Your responsibilities in a Public Health Emergency."
- All staff will be required to participate in emergency response training and exercises as appropriate to sustain a satisfactory skill level in their emergency response roles and core competencies.
- Performance Appraisals: Response roles will be included in the "Key Responsibilities" section for all staff and commented on in the performance section.
- Emergency Contact Information: EIPH employees will keep their after-hours contact information updated with their Division Director. The Division Director will inform Human Resources of changes to employees' contact information.

EMERGENCY CALL CODES

Each EIPH office should have an emergency calling code system, which will enable other staff to assist those that need help in cases of threats, potential workplace violence, medical assistance, and, if necessary, evacuation.

The following calling codes will be used and uniform throughout the district. The staff member requesting assistance should use paging system, if available, or loudly announce in the office the Code (color) and which room or area in which assistance is needed. ***Be specific to the location of the incident so staff can respond to the correct area.*** (Example: Code Blue Immunization Clinic Room 2.)

- **Code Green = Assistance Needed:** This code should be used when a staff member needs immediate assistance with a situation, including threatening clients/visitors, workplace violence, etc. When **Code Green** is announced overhead, all available staff (especially men and supervisory staff) should respond to that area as quickly as possible.
- **Code Blue = Medical Assistance:** This code should be used when there is need for medical assistance, including the need for an Automated External Defibrillator (AED). When **Code Blue** is announced overhead, all medical staff (nursing) should respond to that area as quickly as possible with an AED.
- **Code Red = Evacuation:** This code should be used if evacuation of the building is necessary. When **Code Red** is announced overhead, all staff should follow the district's Office Response Plan for evacuation as quickly as possible. The Office Response Plan is located on the health district's intranet. [Click here to link to the plan.](#)

EVACUATION PROCEDURE

Each EIPH office has an evacuation/fire plan that is specific to each individual office. The clerical staff in each of the district's satellite offices will be responsible for maintaining a copy of the plan and ensuring it is reviewed with the respective office staff on an annual basis.

In Idaho Falls, each Division Director will have a copy of the building's Office Response Plan and will be responsible

for ensuring their staff members are familiar with the plan. The plan is also available on the health district's intranet. [Click here to link to the plan.](#)

Periodically, drills will be conducted to ensure employees' familiarity with procedures to follow in the event the evacuation of the building is required.

Generally, employees are to:

1. In the event of an actual fire, call 911 and pull the nearest fire alarm.
2. Assist clients to nearest building exit. Smocks for clients who are being examined should be located in each clinic room.
3. Check to make sure all clients have been notified.
4. Lock up files before vacating your office.
5. Close your office door as you leave.
6. Make sure all rooms have been checked and are clear of people (staff and/or public).
7. All employees should report to their assigned meeting location outside of the building allowing supervisory staff to ensure everyone is accounted for and that all rooms were checked.

CLOSURES OF OFFICES

When a Health District office is closed or declared inaccessible because of severe weather, loss of utilities, or other disruptions, affected employees shall be authorized administrative leave with pay to cover their scheduled hours of work during the closure or inaccessibility. The decision to close or declare it inaccessible shall be the decision of the EIPH Director or designated representative.

If an employee is unable to report to work because of severe weather, road, or other related emergency conditions, and the work facility HAS NOT been declared closed or inaccessible by the EIPH Director, the employee shall be permitted to use accrued vacation leave to cover the period of absence from work. Notification of the employee's supervisor is required.

When a severe storm occurs during the day, the EIPH Director or designated representative may authorize early release of employees. Such early release shall be treated as administrative leave with pay.

In the event of a power outage, the decision to close shall be the decision of the EIPH Director or designated representative.

If a Health District is closed due to a power outage or other reason, the safety of staff and clients/public is our top priority. Therefore, the following procedures will be followed:

- A supervisory staff or designee should check his/her work area to make sure that all clients have been taken to a safe location where there is natural light available. Do not continue client services unless you can maintain confidentiality and safety. **DO NOT TAKE A CLIENT OR ALLOW THE PUBLIC TO BE ANYWHERE IN THE BUILDING WHERE THERE IS NO LIGHTING.**
- Each division is responsible to have areas where they keep a working flashlight(s).
- Put away money, checks, client files, and lock up files.
- It is not necessary to turn off your computers, just leave them alone.
- Limit phone usage to important calls only.
- If necessary and deemed safe, each division will have a person who will remain at the office to assist clients that may come to the office or call.

EMPLOYEE CONDUCT

ORGANIZATIONAL VALUES

EIPH is a governmental agency established to serve the public. As public servants, it is important that we act with the utmost integrity and professionalism in all we do. Organizational values—enduring beliefs about the way things should be done and underlying principles that guide our decisions—are critical to our success as an agency. Collectively, we at EIPH agreed to embrace the following values—values we want to be known for as we work together to serve the residents of Eastern Idaho.

Honesty	Integrity	Dependability	Respect	Communication
Trust	Teamwork	Happiness	Accountability	Quality

EMPLOYEE CONDUCT/WORK ETHICS

At EIPH, our goal is excellence in public service for our customers and the public. Each of our employees is responsible for both the integrity and consequences of his/her own actions. Every employee is expected to follow the highest standards of honesty, integrity, and fairness when engaging in any activity concerning our agency. Employees are expected to be aware of standards of conduct and ensure they follow them, using good judgment at all times and in all situations. If employees have questions, they should ask their supervisor, Division Director, Human Resource Specialist, or EIPH Director.

The Board, Administration, and public expects you to be accountable for the work accomplished, which is reported in honest coding of time and work performed. You are expected to be to work on time and do an honest eight (8) hours of work for your eight (8) hours of pay. You are expected to use sick, vacation, and compensatory time properly. Your personal appearance and office is expected to be kept neat and professional. You are expected to be organized so you can carry out the workload assigned you, which means you should plan your day's activities, set goals, and then prioritize the activities in order to accomplish those jobs and tasks assigned you. It is expected that any written reports be accurate, complete, neat, and understandable. It is not appropriate to have sloppy workmanship and do substandard work.

You should be up-to-date in your specific job knowledge. You are expected to be professional and knowledgeable. You are expected to study your job responsibilities, any applicable laws, rules, regulations, and/or other scientific information necessary to know and do your job as a professional. Your work performed is expected to be of the highest quality.

EIPH employees should be aware of and comply with the "Client Bill of Rights" policy included in this manual, which explains what clients and their families can expect from Health District employees.

PERSONAL CONDUCT

Dress and Personal Hygiene

Health District dress standards for employees are necessary to convey a professional image and inspire feelings of professional confidence in our customers. All employees are expected to present a neat, clean, and professional appearance. Personal cleanliness and appropriate, well-cared-for clothing is required. Employees are also expected to dress in a professional manner, in accordance with his/her job responsibilities. Supervisors have discretionary power and authority to send employees home if personal appearance and dress does not meet Health District standards.

If you have a question about whether or not your clothing is appropriate, check it out with your supervisor BEFORE you wear it to work.

- Lab coats or uniforms are to be worn when functioning in the capacity of clinical activities, e.g. physical assessments or evaluation, administration of medication/immunizations, collection of laboratory specimens or other performance of treatment or general nursing care.
- Closed-toed shoes are required for the following: clinics, septic inspections, food establishment inspections, sewage activities, and landfill inspections. In all other programs, dressier sandal-like shoes are allowed. Flip flops (those made from rubber-like material) are not allowed at any time.

- Colored denim jeans may be worn. Each Friday is designated as “Casual Dress Day.” On this day, clean denim blue jeans may be worn as long as they are worn with a designated District shirt. Low-rider, holey, and extreme styles of jeans will not be allowed.
- Shorts of any kind are not allowed. Capris that are at or near mid-calf length may be worn.
- Casual T-shirts and sweatshirts or those bearing advertising logos are not appropriate. Tank tops or camisoles of any kind worn alone are not allowed. Special t-shirts, such as immunizations, breast cancer awareness, or EIPH-program related t-shirts are appropriate on Fridays or other days designated by EIPH’s Administration.
- Excessive piercing of the body that is visual to the public is not allowed. Body art that may be considered vulgar or offensive by clients or coworkers must be covered when working. Determination of excessive or offensive piercings or body art will be made on a case-by-case basis by the employee’s supervisor and EIPH Director.
- Identification name tags provided by the District should be worn at all times. Name tags of staff working in the Idaho Falls office will also be a Prox key, allowing electronic access to the building. If a Prox key is lost, it should be reported immediately to the Human Resource Specialist for disabling of the Prox key. Employees who lose a Prox key will be charged the replacement cost of the key (currently \$5.00).

Work Area

The work areas of each employee should be properly maintained and provide a pleasant, orderly, and professional appearance. Any material considered offensive or discriminatory to other employees or the general public is prohibited. Employees must maintain a clean workspace which includes regular vacuuming and dusting.

Religious Expression

Employees may freely exercise their religious beliefs as long as doing so does not infringe on workplace efficiency and the requirements of the Civil Rights Act of 1964 as amended concerning nondiscrimination on the basis of religion. No employment decision shall be made on the basis of religion.

Employees should respect the individuality of each person, and although they may share their belief that religion is important in a person’s life, they must refrain from attempting to influence the religious beliefs of clients, colleagues, coworkers, or subordinates while acting in any capacity as an employee of the district.

Solicitation

Employee and non-employee solicitations or the distribution of non-state sponsored material is prohibited. State-endorsed solicitations and corresponding time for meetings during working hours shall be limited to only those sponsored by the State of Idaho such as: Public Employee Retirement System, State-sponsored insurance programs, United Way campaigns, Red Cross blood drawings, etc. Any other type of solicitations which require employee time or use of facilities must receive prior approval from the EIPH Director.

Solicitation to other district employees for funds to purchase gifts for employee hospitalizations, weddings, etc., are discouraged and should only be requested on a very limited basis through the Human Resource Specialist, Division Director, or EIPH Director.

Family Members at Job Site

Friends and members of employees’ family may occasionally visit; however, their stay should be brief and restricted to a minimum so as to prevent interference with the employee’s work, and/or cause an adverse effect on other employees and/or the District.

Personal Use of District Resources

Employees shall not use the district facilities, equipment, materials, mail, supplies, and/or electronic communications systems for any personal use or outside employment purposes without the Director’s approval. Exceptions to this include photocopies and faxes, the guidelines for which are outlined in the Electronic Resources Usage policy included in this handbook.

Employees or their agents or relatives shall not accept, lease, rent, sell, or purchase any district equipment or material.

Telephone Usage

Brief personal local calls may be made from the district’s telephones. Personal long-distance calls, other than emergency calls, are allowed only when charged to personal credit cards or collect. An employee may make a personal emergency long distance call on the district’s telephone if it truly is an emergency. If a person must make an emergency call, he/she must report the call to our fiscal staff as soon as possible.

Employees should comply with the following guidelines:

- Keep personal calls to a minimum during work time.
- Personal cell phone usage is prohibited when working with the public.

CONFLICT OF INTEREST

The maintenance of a high standard of honesty, ethics, impartiality, and conduct by district employees is essential to ensure proper performance of district business and strengthen the faith and confidence of the people of Idaho in the integrity of government's role in public health and of our employees.

Employees should not engage in conduct which might reasonably be interpreted by the people of Idaho as tending to influence or adversely affect the performance of their official duties.

Employees should not become involved in activities outside of their hours of employment on either a paid or voluntary basis, which could represent either actual or a potential conflict of interest with their employment. Employees must use sound judgment in considering outside activities which would be or could be in conflict with their employment of mission of the District.

Disclosure Requirements

Any time a real or potential conflict exists between an employee's public duty and his/her private interest, outside activities, or employment, the employee shall disclose it in writing to the EIPH Director at the earliest opportunity, but prior to acting upon the conflict or potential conflict. Failure to disclose a conflict or potential conflict of interest when an employee knows or could reasonably have known of such conflict may result in disciplinary action, up to and including dismissal.

Limitation of Political Activities

District employees shall follow Title 67, Chapter 53 Section 5311 when engaging in any political activities.

Click here to link to the Idaho Code:

<http://legislature.idaho.gov/idstat/Title67/T67CH53SECT67-5311.htm>

Private Interests

Any activity performed in the course of employment which might have the appearance of impropriety or preferential treatment of family or relatives, significant others, etc., is prohibited.

Employees shall not profit, directly or indirectly, from public funds under their control. Employees shall not have a private interest in any contract, grant, or other written agreement made by them in their official capacity.

Cohabitation and Romantic Relationships

Supervisor and employee relationship should remain professional.

Cohabitation of and/or relationships between employees and their supervisors and others holding a position of authority over them should be conducted in a manner that avoids potential conflicts of interest, exploitation, or personal bias. The district recognizes that it is not uncommon for married couples to be employed by the district; however they should take steps to manage or eliminate any potential conflicts.

Gratuities and Other Benefits

Employees may not accept compensation from outside sources for doing their district job.

Health district employees shall not accept personal gratuities or other personal benefits from any person who is subject to their legal jurisdiction or who is likely to become interested in any contract or transaction over which they exercise any discretionary function.

Personal honorariums shall not be accepted by District employees from Idaho citizens, associations, corporations, or governmental entities for appearances or services given in the course of their official duties.

Nepotism

No employee shall work under the immediate supervision of a supervisor who is a spouse, child, parent, brother, sister or the same relation by marriage.

Serving on Boards and Committees

Assignments to serve on committees and boards are subject to the approval of the supervisor and EIPH Director. No employee of the District may accept or serve in any policy-making position or office of an organization, board, or commission in which an opportunity for conflict of interest might arise between the activity and the District employment, except upon written approval of the EIPH Director.

Volunteering

Employees are prohibited under the Fair Labor Standards Act (FLSA) from volunteering (without expectation of compensation) to perform for this or other state agencies the same type of services they are employed by EIPH.

EMPLOYEE IMMUNIZATIONS

The Advisory Committee on Immunization Practices (ACIP) and the Hospital Infection Control Practices Advisory Committee strongly recommend that all health care workers be vaccinated against (or have documented immunity to) vaccine-preventable diseases. Health care workers are at risk for exposure to and may possibly transmit vaccine-preventable diseases. Maintenance of immunity is an essential part of prevention and infection control for health care workers.

Upon Hire

- A new EIPH employee will have 10 working days to receive the recommendation vaccination and/or screening or provide proof of immunity.
- The Immunization Coordinator will meet with the employee to review his/her vaccine history and provide the employee with any vaccine recommendations.
- Employees will be required to sign a vaccination declination statement if he/she refuses immunizations.
- An employee's immunization record, titers, and/or declinations will be kept in electronic medical record.

Mandatory Vaccines or Immunity

The following vaccines are required and free to the employee (insurance will be billed any and uncovered cost will be waived).

- Influenza (annually by October 31)
- Tdap
- MMR (All EIPH health care workers must have documentation of two vaccines or positive titers for all three antigens.)
- Varicella (or history of disease)
- Polio

At-Risk Employees Only:

- **Hepatitis A**
 - At risk employees: any EIPH employee with direct exposure to sewage or fecal matter
- **Hepatitis B**
 - At risk employees: any EIPH employee with direct exposure to blood, i.e., public health nurses and clinical assistants
 - Health care workers are required to document immunity to Hepatitis B by a HBs positive titer report (with a negative titer current follow-up guidelines and recommendations will be utilized).

Mandatory Screening

Mandatory screenings will be provided free to the employee.

Non-Mandatory Vaccines

EIPH endorses the ACIP recommendations for all other vaccines and will provide them to employees and their dependents with the administration fee free (insurance will be billed any and uncovered cost will be waived). It is the responsibility of the employee to bring their Explanation of Benefits (EOB) to the billing office to have uncovered administration charges waived. The cost of vaccine is the responsibility of the employee and they will be billed for any remaining amount that insurance does not cover.

- **TB Screening (PPD)**

- All new employees will be tested with the two-step protocol, which consists of:
 - Day 1 - Place PPD: IF there is a positive reaction at any time between 48 hours and 72 hours after placing the PPD, record (in mm) and do not repeat test.

Between Days 7-14: If there has been no reaction, or a reaction less than 10 mm, place another PPD test. Read second PPD 48 – 72 hours after placement and record in mm.

If both tests are negative, subsequent yearly or every two year tests will be one-step only.

- Employees with routine direct client contact will be tested annually in October.

- Employees that do not have routine direct client contact will be tested every two years in October.
- If employee has a history of a positive PPD, a positive PPD test on either the first or second PPD test of a two-step procedure, or on any subsequent tests, refer employee to EIPH's TB Program Coordinator.

EMPLOYEE USE OF HEALTH DISTRICT SERVICES

PURPOSE

EIPH provides valuable services to the public. District employees are allowed to utilize health district services as long as they meet the qualifications/requirements of the program just like any other individual or client.

This policy outlines the procedure employees must follow when seeking health district services to avoid any perceptions of preferential treatment and to ensure compliance with all local, state, and federal guidelines.

POLICY

Any District employee seeking services provided by our agency must have their initial paperwork/application reviewed and approved by the Division Director where services are requested. Review and approval will take place prior to or at the time of service.

For services within the Family and Community Health Services and Nutrition Divisions (excluding the Immunization Program which has a separate process and policy), the following information will be reviewed for accuracy and to determine if the employee qualifies for the service:

- Income
- Family Size
- Age
- Insurance status

Employees are expected to pay for services rendered. Any non-immunization fee waivers will only be authorized by the Division Director.

IMPORTANT: No employee will review or approve a request for service or application of another employee, family member, or personal friend. Employee requests must be handled as outlined above. Requests for services, applications, and encounters of an employee's family member or friend should be referred to another staff member for processing.