

Jackson County
Dept of Health & Human Services
Agency Work Rules

The Jackson County Department of Health and Human Services is vested with the important responsibility of providing essential public health and human services to the general public. Although our authority is rooted in statutory reference, our integrity and credibility is a personal responsibility. Therefore, the effectiveness of our service delivery system hinges on a competent and professional workforce actively engaged in, and committed to, achieving excellence at all levels of the agency.

To ensure the highest level of organizational performance possible requires a concerted and focused commitment to the highest level of individual performance. Although the following work rules are established as a "minimum" level of employee performance, the ultimate level of employee effectiveness (and satisfaction) is achieved when one's energy is focused on striving for excellence at all times and in all places.

Therefore, the following is established to set forth the privilege and responsibilities of Health & Human Services employees in carrying out the objectives of this agency in meeting the public expectation of efficient and effective government services. The following are in addition to and supplement the County Personnel Policy contained in Chapter 4 of County Code of Ordinances. These work rules support and clarify, but are not meant to supercede or conflict with existing county ordinances. The work rules are procedural, as the reader will also need to refer to the department's Policy and Procedures Manual and State Memo Series.

1. Work Areas:

- a. All work areas shall be kept orderly and free of debris at all times.
- b. No items are to be taped or posted on the exterior office doors unless prior approved by the agency Director.
- c. Individual work areas may be decorated/supplemented to personal taste but subject to the approval of the director at all times. Any wall hangings are to be installed only by maintenance.
- d. Ceiling decorations are not permitted.
- e. The County of Jackson is not responsible for personal equipment brought to the agency. All employees are cautioned to safeguard their own personal effects.
- f. If individual desks are locked during the employee's absence, one key shall be left with the unit manager in a designated location.
- g. No material potentially offensive to others is permitted (i.e. obscene material, magazines, etc.).
- h. Burning of candles, incense or other similar items within the building is prohibited.

2. Supplies, Equipment and Facility:

- a. Every agency employee is required to properly oversee, maintain, and safeguard all supplies and equipment utilized within the agency.
- b. Shortages or malfunctions shall be reported to administrative staff immediately for repair or replacement.
- c. Equipment shall be returned to proper containers when not in use.
- d. All supplies and equipment will be ordered only through the business manager's office with the exception of medical supplies.
- e. All supplies are to be ordered in quantities that can be accommodated by our limited storage space.
- f. Warming of foods prepared at home for noon lunch is permissible. Actual preparation and cooking of food is not acceptable. All food left over will be properly refrigerated or removed, and all dishes and utensils cleaned and/or removed.

4. Training:

- a. It is the responsibility of the agency to provide appropriate training for all staff to properly perform the duties of their respective positions. Likewise, it is the responsibility of each staff member to accept such training and participate in all such events, with the objective of superior job performance. It is the employees' responsibility to assure completion of coursework to maintain professional licensure or certifications. Employees may be requested to attend training sessions, or may request to attend events designed to improve job performance.
- b. Requests for attendance at training sessions, technical/professional educational certification, continuing education courses or any other training shall be submitted in writing to the manager/or director prior to the deadline for registration. Approval of such requests is at the discretion of the unit manager and/or the director. The DHHS Board, prior to registration, must approve reimbursement of costs for educational courses.
- c. Staff members are encouraged to participate in committees or groups that enhance the image and work environment: i.e.; Safety and Wellness committees. Staff are encouraged to seek continuous quality improvement on our service delivery to the public. Staff should seek positive means to express service enhancements or work climate initiatives.
- d. Mileage and related expenses for training is reimbursable according to county ordinance. Expenses for attendance at non-required training events requested by the employee, and approved by the agency, are limited to mileage, registration, meals, and lodging in accordance with county policy. Mileage reimbursement is limited to one vehicle unless prior approval is obtained from the director.
- e. Lodging at locations within two hours driving time of Black River Falls requires supervisory approval. Any expense reimbursed by another agency is not to be submitted for county reimbursement. All exceptions to this policy require prior approval by the director.

5. Internal Communication:

- a. Information must be shared between/among units as appropriate to ensure proper communication. The person with relevant information is responsible for sharing the information with the proper units for open and timely communication.
- b. Supervisors shall hold regularly scheduled staff meeting; agendas shall be used and minutes recorded as determined by Director or designee.
- c. This is a public business office. Visiting with clientele about matters unrelated to the presenting problem is expressly prohibited. Likewise, employees are not to engage in lengthy sessions among themselves regarding non-business activities and will confine discussions in department offices to client-related or administrative material. None of this shall be construed to imply that rudeness is approved of.
- d. All problem situations shall be referred to the department's director.
- e. Under no circumstance are client contacts to be held in the front waiting area; this includes times when the client is the only person in the area. Privacy and confidentiality are top priority for our clients.

6. External Communication:

- a. All employees are expected to return phone calls promptly; act on requests in a timely manner; attend scheduled appointments on time and conduct themselves in a manner which is responsive to community needs.
- b. All communication on behalf of DHHS for public consumption is to be prior approved by a manager including routine announcements for meetings, clinical schedules, and similar activities. Managers will keep the Director informed of media communication and public speaking relating to DHHS.

7. Personal Behavior:

- a. All employees are expected to conduct themselves appropriately and with propriety both on and off the job. While personal behavior off the job is generally not the department's concern, at times it may reflect upon the department as a whole. All employees are

cautioned that adverse personal behavior attracting media attention may affect one's employment status.

- b. All staff must make their own child care arrangements, away from the confines of the office. Babysitting for one's own children or for the children of friends or relatives, in the office is not permitted.
- c. Family members are welcome to come to the office. However, lengthy stays and/or frequent visits that disrupt the agency or fellow workers are not acceptable.
- d. Under no circumstances are visitors (including relatives and former employees) to be allowed access to the building other than through the front entrance doors.

8. Management Availability:

- a. All staff problems, or job related performance, shall be dealt with through appropriate supervisory channels. All job related concerns are to be staffed initially with the division/unit manager. Any concern not resolved at that level may be brought to the director. Managers may not prevent such appeal, but may be consulted prior to the director hearing the appeal; the decision to hear the appeal is at the director's discretion.
- b. Management availability is not intended to be used as a means of resolving concerns more properly dealt with in staff meetings such as procedural interpretation of laws or State Administrative Rules. This rule is primarily for resolving job-related concerns of a more personal nature which are either not grievable or not at a grievance stage, and which if resolved could conceivably avoid a grievance.

9. General Agency Rules

- a. Normal DHHS office hours are Monday through Friday 8:00 a.m. to 4:30 p.m. The agency remains open throughout these hours. Individual departments are to stagger employee breaks and lunches to afford public access to services at all times. Minimum dialy staffing levels are set by department manager/supervisor to insure public access to services at all public hours of operation. All staff are to utilize the Outlook Calendar system to record schedule time off and utilize the out of office assistant to reflect periods away from the office.
- b. Department conference room(s) may be used after normal working hours by staff upon approval of management; all staff are required to utilize the shared outlook calendar to reserving conference rooms.
- c. Staff scheduling after hour meetings in the building are to be present while the meeting is in progress. After meetings are concluded, conference areas are to be readied for use the next morning. Staff must ensure that lights are off and doors locked before leaving the building.

10. Unit Specific Rules - Children & Family Services On-Call System

- a. All Children & Family Services Social Workers are included in the on-call rotation upon completion of Juvenile Court Intake Training
- b. On-call schedules are to be completed quarterly – at a minimum.
- c. The same staff member shall be scheduled for the entire weekend period (Friday , 4:30 PM to Monday, 8:00 AM)
- d. Week day evening on-call may be scheduled amongst various staff.
- e. Notification of any changes shall be approved by Supervisor and coordinated with law enforcement by the individual seeking the deviation from prearranged schedule.

**Jackson County
Dept of Health & Human Services
Work Rules**

EMPLOYEE ACKNOWLEDGEMENT
Receipt Form

I have received my copy of the Jackson County Dept of Health and Human Services Work Rules. It is my responsibility, as an employee-at-will, to read and become familiar with the contents of these rules and keep up-to-date with any subsequent changes. I understand that the county may add to, delete, modify, correct, or update any or all of this material in order to respond to changing circumstances and conditions.

Further, I understand that these policies do not create any contractual obligations between the county and its employees. When issues are not addressed in the personnel policy, then departmental work rules will supersede. No verbal representations may be deemed to alter or contravene the content or intent of this policy. No employee may waive or alter the provisions of this policy.

Employee - Please print name

Signature of Employee

Date

Revised April 2000
Revised December 2003
Revised February 2004
Revised August 2011
Revised February 2012