ARIZONA PIONEERS HOME

EMPLOYEE HANDBOOK

Arizona Pioneers' Home

Janice K. Brewer
Governor

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Superintendent

Arizona Pioneers' Home Goals and Objectives

Mission Statement: To provide a home for Arizona pioneers and disabled miners that delivers the optimal physical, emotional, and spiritual care in a homelike and compassionate environment. Quality of care is provided in a professional manner, protecting dignity and honoring the personal directives of each resident in life as well as death while considering the uniqueness of each individual.

Pursuant to the mission statement, the Arizona Pioneers' Home, and each department therein, has established the following goals and objectives to coincide with and conform to the mission statement.

Arizona Pioneers' Home:

- The state of Arizona shall provide the Arizona Pioneers' Home, and hire only qualified applicants as employees.
- All eligible applicants for residency shall be interviewed to determine statutory compliance with admission criteria.
- The Arizona Department of Health Services will inspect the Home annually to insure that the highest standards of long term care are met.
- The Arizona Pioneers' Home will deliver care in nursing and health related services; attend to the physical, psychological and social needs of each individual resident; and recognize each individual resident's dignity and ability to participate in the decisions which affect him/her.

Activities:

- The Activities department will provide recreation therapy, comprehensive leisure services and meaningful activities that enable each resident to develop and maintain an enhanced quality of life.

Business Office/Accounting:

- The Business Office will review and update each individual's resident's cost of care to insure that the procedure for the determination of payment is accurate and equitable to both the resident and the State of Arizona. Financial adjustments for cost of care will be made pursuant to individual resident financial information provided to the business office annually – not to exceed the average monthly per capita cost of operating the Home.
- The Accounting office will process and pay for resident room/board and medical expenses pursuant to statute.

Food Service:

- The Food Service department will meet established standards in the preparation, storage and handling of food, serving meals and snacks which are tasteful, dietetically correct and therapeutically accurate.

Human Resources:

- The Human Resources department will provide consultation to the management staff ensuring hiring qualified applicants as employees; in addition, providing guidance to the management staff when an employee's job performance is below stand in which proper discipline actions are taken in accordance with Federal, State and APH personnel laws, policies, procedures and practices.

Medical Records:

- The Medical Records department will maintain each resident's medical records in accordance with health information management principals and practices, and protect each resident's health information pursuant to regulation and desire.

Nursing:

- The nursing department will attend to the needs of each individual resident through daily contact in the provision of nursing care and services including physical assessments, treatments, medication administration, range of motion, exercise, ambulation, and activities of daily living.

Plant Operations:

- The Plant Operations department will maintain the facility buildings and premises in safe and good repair, and to the highest standards of sanitation; including both housekeeping and laundry services.

Resident Services:

- The Resident Services department will provide medically related social services to each resident to assist in maintaining psychosocial well-being; with a focus on attaining the highest functional, practicable level.

Reviewed and Approved: _____ 2/24/12
Superintendent

The Residents' Bill of Rights reads as follows:

Residents have a right to a dignified existence, self-determination and communication with an access to persons and services inside and outside the Facility. The Facility shall protect and promote the rights of each resident which shall include the following rights.

1. A resident has the right to exercise his or her rights as a resident of the Facility and as a citizen or resident of the United States.
2. A resident has the right to be free of interference, coercion, discrimination or reprisal from the Facility in exercising his or her rights.
3. In the event a resident is adjudged incompetent under the laws of a State by a Court of competent jurisdiction, the rights of the resident are exercised by the person appointed under State law to act on the resident's behalf.
4. The Facility shall inform the resident both orally and in writing in a language the resident understands of his or her rights and all the rules and regulations governing resident conduct and responsibilities during their stay in the Facility.
5. A resident has the right to inspect all records pertaining to himself or herself within 24 hours of oral or written request. After inspection, he or she may purchase photocopies within 48 hours working office hours of the Facility.
6. A resident has the right to be fully informed in a language which he or she can understand of his or her total health status, including but not limited to his or her medical condition.
7. A resident has the right to refuse treatment in accordance with State laws and to refuse to participate in experimental research and to make advance directives regarding care and treatment.
8. A resident has the right to be informed before, or at the time of admission, and periodically during the resident's stay of services available in the Facility and of charges for those services, including any charges for services not covered under Medicare or by the Facility's per diem rate.
9. Except in medical emergency or when a resident is incompetent, this Facility shall consult with the resident immediately and notify the resident's physician, and if known, the resident's legal representative or interested family member when there is:
   a. An accident involving the resident which results in injury and has the potential for acquiring physician intervention;
   b. A significant change in the resident's physical, mental or psychological status;
   c. A need to alter treatment significantly;
   d. A decision to transfer or discharge the resident from the Facility as specified in the Transfer or Discharge section.
10. The Facility shall promptly notify the resident and, if known, the resident's legal representative or interested family member when there is:
    a. A change in room or roommate assignment; or
    b. A change in resident rights under federal or state law or regulations.
11. A resident has the right to choose a personal attending physician, be fully informed in advance of care and treatment and of any changes in that care and treatment which may affect the resident's well-being; and, unless adjudged incompetent or otherwise found to be incapacitated under the laws of the State, participate in planning care and treatment or changes in care and treatment.
12. A resident has the right to personal privacy and confidentiality of his or her personal or clinical records:
    a. Personal privacy shall include accommodations, medical treatment, written and telephone communications, personal care, visits, and meetings with family and resident groups, however, this shall not require the Facility to provide a private room;
    b. The resident may approve or refuse the release of personal and clinical records to any individual outside the Facility;
    c. A resident's right to refuse release of personal and clinical records does not apply when the resident is transferred to another health care institution or the record release is required by law or third party contract.
13. A resident has the right to voice grievances with respect to treatment or care that is, or fails to be furnished, without discrimination or reprisal for voicing grievances and prompt efforts by the Facility to resolve grievances the resident may have, including those with respect to the behavior of other residents.
14. A resident has the right to examine the results of the most recent survey of the Facility conducted by Federal or State surveyors and any plan of correction in effect with respect to the Facility.

15. A resident has the right to receive information from agencies acting as client advocates and be afforded the opportunity to contact these agencies.
16. A resident has the right to refuse to perform services for the Facility.
17. A resident may perform services for the Facility if he or she chooses, when:
    a. The Facility has documented the need or desire for work in the care plan;
    b. The plan specifies the nature of the services performed and whether the services are voluntary or paid;
    c. Compensation for said services is at or above the prevailing rates; and
    d. The resident agrees to the work arrangement described in the plan of care.
18. A resident has the right to privacy in written communications including the rights to send and receive mail promptly that is unopened and to have access to stationary, postage and writing implements at the resident's own expense.
19. A resident has the right and the Facility shall provide immediate access to any resident by the following.
    a. Any representative of the Secretary of the Health and Human Resources Division;
    b. Any representative of the State;
    c. The resident's individual physician;
    d. The State long term care Ombudsman;
    e. The agency responsible for the protection and advocacy system for the developmentally disabled individuals;
    f. The agency responsible for the protection and advocacy system for mentally ill individuals;
    g. Subject to the resident's right to deny or withdraw consent at anytime, immediate family or other relatives of the resident; and
    h. Subject to reasonable restrictions and the resident's right to deny or withdraw consent at any time, others who are visiting with the consent of resident.
20. A resident has the right to have reasonable access to the private use of a telephone.
21. A resident has the right to retain and use personal possessions, including some furnishings and appropriate clothing, as space permits, unless to do so would infringe upon the right or health and safety of other residents.
22. A resident has the right to share a room with his or her spouse when married residents live in the same Facility and both spouses consent to the arrangement.
23. A resident has the right to self-administer drugs unless an interdisciplinary team comprised of the attending physician, registered nurse and other appropriate staff determines that this would be an unsafe practice for the resident.
24. A resident has the right to be free from any physical restraints imposed or psychoactive drug administered for purposes of discipline or convenience and not required to treat the resident's medical symptoms.
25. A resident has the right to be free from verbal, sexual, physical or mental abuse, corporal punishment and involuntary seclusion, as well as having his/her property misappropriated.
26. The Facility shall not employ individuals who have been convicted of abusing, neglecting or mistreating individuals.
27. The Facility shall ensure that all alleged violations involving mistreatment, neglect or abuse, including injuries of unknown source, are reported immediately to the administrator of the Facility or to other officials in accordance with state law through established procedures.
28. The Facility must have evidence that all alleged violations are thoroughly investigated and must prevent further potential abuse while the investigation is in progress.
29. The results of all investigations must be reported to the administrator or his designated representative or to other officials in accordance with state law and if the alleged violation is verified, appropriate corrective action is taken.
30. The Facility shall care for its residents in a manner and in an environment that promotes maintenance or enhancement of each resident's quality of life.
31. A resident has the right to organize and participate in resident groups in the Facility.
32. A resident's family has the right to meet in the Facility with the families of other residents in the Facility.
33. The Facility shall provide a resident or family group, if one exists, with private space.
34. Staff or visitors may attend meetings at the group's invitation.
35. The Facility shall provide a designated staff person responsible for providing assistance and responding to written requests that results from group meetings.
36. When a resident or family group exists, the Facility must listen to the views and act upon the grievances and recommendations of residents and families concerning proposed policy and operational decisions affecting resident care and life in the Facility.

EMPLOYMENT INFORMATION

TEMPORARY EMPLOYEE

As a temporary employee you:

1. Have been hired into a position that may be made for a recurring period of time up to a maximum of 1500 hours in any one position per Agency each calendar year.
2. You are under State laws that prohibit conflicts of interest and restrict political activities.
3. You may be required to work overtime to accomplish the work of your Agency. If you are required to work more than 40 hours in a week, and are non-exempt from the provisions of the Fair Labor Standards Act (FLSA), you will receive, for each hour over 40 hours worked, either 1 ½ times your regular rate of pay in cash, or 1 ½ hours of compensatory leave. If you are exempt from FLSA and eligible to receive compensatory time, you will receive one hour of compensatory leave for each hour over 40 hours.
4. You must have State and Federal income taxes withheld from your salary each payday in accordance with State and Federal law.
5. You must have FICA (Social Security) withheld from your salary each payday.
6. You are covered by Workers' Compensation.
7. You are eligible for credit union membership.
8. You are eligible to participate in the Arizona Deferred Compensation Program.
9. You are eligible use the Grievance Procedure to resolve problems in accordance with appropriate ADOA Personnel Rules R2-5-701-702.
10. You are not eligible for paid leave except for military leave, administrative leave, and civic duty leave for the purpose of voting only.
11. You are not eligible to participate in the State's health, dental, vision life and short term disability income insurance programs.
12. You must participate in the mandated State retirement program at Arizona Pioneers' Home.
13. You do not have the right to appeal to the State of Arizona Personnel Board if you are disciplined or dismissed at any time during your appointment.
14. You are not eligible for promotion; however you may compete for vacancies open to the general public.

I have received and read this document. I understand that this list is not exhaustive and that my employment also includes compliance with the laws and personnel rules of the State of Arizona, and the regulations and operating procedures of the agency by which I am employed. I understand this document does not add anything to or take anything away from ADOA Personnel Rules. In case of a conflict between this document and ADOA Personnel Rules, the ADOA Personnel Rules control.

I understand that this information regarding my employment may in the future change in accordance with legislative enactments, changes in the Personnel Rules and/or management decisions. I understand that these changes can occur without my consent.

EMPLOYMENT INFORMATION

REGULAR UNCOVERED EMPLOYEE

As a regular uncovered employee:

1. Your employment is served at-will for the Arizona Pioneers' Home.

2. Types of Appointment:
   a. Full-time employment
   b. Part-time employment
   c. Subject to funding availability, such as federal or grant funding
   d. To a trainee position

3. Your position may be exempt or non-exempt from Fair Labor Standards Act (FLSA):
   a. FLSA exempt – A position that is not entitled to overtime compensation.
   b. FLSA non-exempt – A position that is entitled to overtime compensation.

4. You may be required to work overtime:
   Non-exempt employees – Shall receive compensation for hours worked in excess of 40 hours per workweek, either by additional pay at 1 ½ times the employee's regular rate or 1 ½ hours in compensatory leave depending on employee election of overtime.

   Exempt employees - Are excluded from receiving either overtime pay or compensatory leave.

5. Must have State and Federal income taxes withheld for your salary each payday in accordance with State and Federal law.

6. Must have FICA (Social Security) withheld from your salary each payday.

7. You must participate in the mandated State retirement program (ASRS) and may be subject to a waiting period.

8. You are covered by Workers' Compensation.

9. You are eligible for credit union membership.

10. You are eligible to participate in the Arizona Deferred Compensation Program.

11. You are eligible for time off with pay for holidays up to 8 hours, or if scheduled to work, then receive your regular hourly plus one hour of holiday pay for each hour worked in accordance

to appropriate ADOA Personnel Rules. Part-time employees receive a proportional amount of pay. An employee working less than ¼ time is not entitled to holiday pay.

State Holidays:

1. January 1, "New Year's Day"
2. Third Monday in January, "Martin Luther King, Jr. Day
3. Third Monday in February, "Presidents' Day"
4. Last Monday in May, "Memorial Day"
5. July 4th, "Independence Day"
6. First Monday in September, "Labor Day"
7. Second Monday in October, "Columbus Day"
8. November 11th, "Veterans Day"
9. Fourth Thursday in November, "Thanksgiving Day"
10. December 25th, "Christmas Day"

Exempt and non-exempt employees can receive holiday compensation at one hour of pay at the employee's current salary rate for each hour normally worked and in accordance with Arizona Department of Administration (ADOA) Personnel Rules. Part-time employees receive a proportional amount of holiday pay. An employee who works less than ¼ time is not entitled to holiday pay.

12. You are eligible for sick, annual and all other categories of leave with pay, in accordance with appropriate ADOA Personnel Rules.

13. You are eligible to participate in the State's health, dental, life and short-term disability income insurance programs and could be subject to a 90-day waiting period.

14. You are not eligible for promotion. All positions are competitive.

15. Do not have the right of appeal to the Arizona State Personnel Board if you are disciplined or dismissed at any time during your employment.

I have received and read this document. I understand that this list is not exhaustive and that my employment also includes compliance with the laws and personnel rules of the State of Arizona, and the regulations and operating procedures of the agency by which I am employed. I understand this document does not add anything to or take anything away from ADOA Personnel Rules. In case of a conflict between this document and ADOA Personnel Rules, the ADOA Personnel Rules control.

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	ARIZONA PIONEERS' HOME POLICY & PROCEDURE MANUAL TITLE: Standards of Conduct / ADOA Guidelines	NUMBER: P6-4-101 EFFECTIVE DATE: 10/10/12

1. **POLICY:**
   1.1 Employees of the Arizona Pioneers' Home are expected to follow standards of conduct established by ADOA Personnel Rules and Pioneers' Home policies.

2. **ADOA GUIDELINES:**

Required Conduct - A state employee shall at all times:

2.1 Comply with federal and state laws and rules, and agency policies and directives;
2.2 Maintain high standards of honesty, integrity, and impartiality, free from personal considerations, or favoritism;
2.3 Be courteous, considerate, and prompt in interactions with and serving the public and other employees; and
2.4 Conduct himself or herself in a manner that will not bring discredit or embarrassment to the state.

Prohibited Conduct - An state employee shall not:

2.5 Use his or her official position for personal gain, use, or attempt to use confidential information for personal advantage.
2.6 Permit himself or herself to be placed under any kind of personal obligation that could lead a person to expect official favors;
2.7 Perform an act in a private capacity that may be construed to be an official act;
2.8 Accept or solicit, directly or indirectly, anything of economic value as a gift, gratuity, favor, entertainment, or loan that is, or may appear to be, designed to influence the employee's official conduct. This provision shall not prohibit acceptance by an employee of food, refreshments, or unsolicited advertising or promotional material of nominal value;
2.9 Directly or indirectly use or allow the use of state equipment or property of any kind, including equipment and property leased to the state, for other than official activities unless authorized by written agency policy or as otherwise allowed by these rules;
2.10 Inhibit a state employee from joining or refraining from joining an employee organization; or
2.11 Take disciplinary or punitive action against another employee that impedes or interferes with that employee's exercise of any right granted under the law or these rules.

Consequences of Non-Compliance:

An employee who violates the standards of conduct requirements listed in these guidelines may be disciplined or separated from state employment. Any such actions involving a covered employee shall be in accordance with ADOA rules for covered employees.

This policy does not create a contract for employment between any employee and the Arizona Pioneers' Home. Nothing in this policy changes the fact that all uncovered employees of the agency are at-will employees and serve at the pleasure of the appointing authority.

	ARIZONA PIONEERS' HOME POLICY & PROCEDURE MANUAL TITLE: Employee Standards of Conduct / At Work Behavior	NUMBER: P6-4-103 EFFECTIVE DATE: 11/27/13

1. **POLICY:**

   1.1 It is the policy of the Arizona Pioneers' Home to provide a safe, wholesome and secure home for the residents. To insure that residents are given the highest level of professional care, it is required that employees maintain the highest level of personal conduct and professionalism while on the job.

2. **PROCEDURES:**

   2.1 The following action or behavior by an employee (covered and uncovered) is prohibited. Such behavior that is observed or documented is subject to disciplinary action.

   1. Non-compliance with APH dress code.
   2. Failure to respect resident rights. (See also subsection entitled ABUSE OF RESIDENTS)
   3. Using vulgar, obscene or other inappropriate language in front of other employees, residents or the public while on the job.
   4. Any behavior on the job that is disruptive or annoying to fellow employees or residents.
   5. Any unfounded or inappropriate gossiping, fault finding, criticizing or rumor mongering about the Pioneers' Home, its administration, employees or residents while on the job. The residents of the Pioneers' Home and their family members are the customers of the Pioneers' Home and as such, **must not** be subjected to employee complaints regarding employment issues, conflicts between employees, employee complaints against supervisors or management. Those issues should remain within the official Pioneers' Home channels.
   6. Any humiliating or demoralizing speech or innuendo that could be disruptive to the operation of the Pioneers' Home.
   7. Abuse of sick or leave policy.
   8. Making any threat of violence: Threats may be actual or insinuated threats made by employees or former employees to do harm or violence to any employee, employee's family member or the Pioneers' Home buildings and property and will not be tolerated. Any employee who receives a threat from another employee or who is made aware of a threat of violence to the Pioneers' Home or it's employees or residents, must report the threat to their immediate supervisor or the Superintendent.
   9. Sexual harassment: Sexual harassment includes, but is not limited to, improper touching, the use of sexual innuendos and/or inappropriate speech, making improper requests or threats, wearing provocative clothing, telling improper stories or bragging about one's personal virility. See Arizona Pioneers' Home Sexual Harassment policy.
   10. Personal phone calls are not permitted to be made on APH phones during work hours without a Supervisor's permission. The on site pay phone may be used for making personal and long distance calls. Personal calls should be made during an employee's break time. Employees are requested to instruct those that might call them at work to keep the calls brief and only call if their message cannot wait until the employee ends their work shift.
   11. A personal cell phone should not be used by an employee while on duty, with the exception of emergency situations with prior approval of supervisor. It may be used during breaks, in areas away from residents. Using a cell phone (talking, texting, etc.) for personal communications while in the presence of residents is considered neglect of duty and may be subject to disciplinary action.
   12. To ensure compliance with privacy matters and to ensure open communication between residents, staff, family members and others, the Pioneers' Home prohibits any type of recording of audio or video information. Any and all types of audio or video recordings of other persons while on-duty or within the grounds of the Arizona Pioneers' Home without written authorization from the Superintendent or designee is expressly forbidden and will be subject to disciplinary actions.

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	ARIZONA PIONEERS' HOME POLICY & PROCEDURE MANUAL TITLE: Employee Standards of Conduct / Abuse Prevention Program	NUMBER: P6-4-105 EFFECTIVE DATE: 10/10/12

1. **POLICY:**
   1.1 It is the policy of the Arizona Pioneers' Home to maintain a zero tolerance abuse policy/program that details a system of procedures and protocols for the identification, prevention, reporting and investigation of any incident witnessed or suspected as abuse, neglect, or mistreatment.

2. **PURPOSE:**
   2.1 To have an environment in which residents and employees are comfortable reporting any indications or incidents of abuse (physical, verbal, sexual, emotional, and financial), neglect or mistreatment, without fear of retaliation.

3. **DEFINITIONS:**
   3.1 **Elder Abuse** has been defined as intentional actions that cause harm or create a serious risk of harm (whether or not harm is intended), to a vulnerable elder by a caregiver or other person who stands in a trust relationship to the elder; or failure by a caregiver to satisfy the elder's basic needs or to protect the elder from harm.
   3.2 **Physical Abuse** includes hitting, striking, pinching, slapping, shaking, pushing, grabbing, handling in a rough manner, or injuring someone in another way. It also includes prolonged, excessive, inappropriate, or unauthorized use of physical restraints or drugs used to control behavior.
   3.3 **Verbal Abuse** includes name calling, yelling, swearing, frightening, belittling, intimidating, or threatening someone.
   3.4 **Sexual Abuse** includes non-consensual sexual contact, sexual harassment, sexual coercion, and sexual assault. There should NEVER be sexual contact between a staff member and residents.
   3.5 **Emotional Abuse** includes belittling, causing fear or shame, threatening to punish residents for their behavior, threat of eviction, or encouraging a resident to pay for favors or attention. It may also include encouraging a resident to purchase gifts that they do not want to buy.
   3.6 **Financial Abuse** includes theft of property or money and misappropriation of personal funds, such as charging for items or services the resident did not request or authorize.
   3.7 **Neglect** includes being ignored or being treated with indifference, not receiving basic medical or personal care (such as assistance with personal hygiene, adequate food, liquids, shelter, and clothing) and protection from health and safety hazards.
   3.8 **Isolation** includes involuntary seclusion, being prevented from meeting with visitors, or not having privacy with regard to telephone calls or mail.

4. **PREVENTION:**
   4.1 Residents and Responsible Parties: The Home will assure that all residents and responsible parties understand that there is zero tolerance of abuse (physical, verbal, sexual, emotional, and financial), neglect or mistreatment by an employee or any other person known or unknown to the resident. Further, each resident and responsible party will be told and encouraged to immediately report any indication of abuse, mistreatment or neglect.
      1. Residents and responsible parties will be informed of resident's rights and the Home's zero tolerance abuse policy at the time of admission, including expectation to immediately report any indication of abuse, neglect or mistreatment.
      2. Resident Rights will be posted in the Home at all times.
      3. The zero tolerance policy of abuse, neglect and mistreatment will be posted in the Home with reporting directives.

This policy does not create a contract for employment between any employee and the Arizona Pioneers' Home. Nothing in this policy changes the fact that all uncovered employees of the agency are at-will employees and serve at the pleasure of the appointing authority.

4. Each Resident Council meeting will include the reading of one or more Resident's Rights. Periodically residents will be reminded of the zero tolerance abuse policy and reporting expectations.
5. The Home will promote an atmosphere of information sharing between residents and employees without fear of retaliation. This is most effectively accomplished with good communications between administration and residents so that there are readily available avenues for exchange of information between residents and employees to administration, and from administration to residents and employees. The Superintendent and Director of Nursing shall be well known to the residents, and the residents well known to the Superintendent and Director of Nursing, which will serve to establish the model of communication throughout the Home.

4.2 Methods Used to Prevent Abuse Situations:

1. All Direct Care (Nursing), Resident Services and Activity personnel must possess a valid fingerprint clearance card. New hires must apply for a card to work at the Pioneers' Home within the first 20 days of hire. Inability to obtain a valid fingerprint clearance card shall result in termination.
2. The nurse aide registry will be checked in each state a nurse aide has noted to have previously worked or been certified. A nurse aide who is discovered to have been found guilty of abuse, neglect or mistreatment of a resident will be terminated.
3. The Nursing Licensing Board will be checked for each state a nurse has noted to have previously worked or been licensed. A nurse who is discovered to have been found guilty of abuse, neglect or mistreatment of a resident will be terminated.
4. Reference checks will be performed with previous employers to determine if there are any known abusive or neglectful findings or disciplinary actions not recorded on nurse aide registries or nurse license records, as well as to inquire as to the skill and dependability level of the potential employee.
5. Training on Resident Rights and the Home's zero tolerance abuse policy/program (including what constitutes abuse, neglect or mistreatment, and the requirement to immediately report any witnessed or suspected abuse, neglect or mistreatment of a resident – as well as signs or symptoms thereof, such as bruising, skin tears, etc.)
    a. All employees will be trained in the Home's Abuse Prevention Program as part of new hire orientation.
    b. Retraining shall occur annually on ways to identify potential environmental and other factors that could trigger resident behaviors, how to intervene with abuse situations and/or deal with difficult residents (including confused or agitated residents), how to develop caring relationships with residents where residents will feel comfortable confiding and reporting any incidents of mistreatment, and to be aware of their conduct that could be misconstrued or misinterpreted as threatening, however unintentional.
6. All employees will be routinely trained in ways to handle stress, job complacency/burnout, and situations that could lead to an employee reaction that could be perceived as abuse.
7. The zero tolerance policy of abuse, neglect and mistreatment will be posted in the Home with reporting directives.
8. To the extent possible, nurse and nurse aide assignments will be consistent so that the resident is most comfortable with the employee and the employee is most knowledgeable about the needs of the resident.

5. REPORTING

5.1 The following system is in place to allow for the effective and timely reporting of witnessed or suspected abuse, neglect or mistreatment of a resident.

1. **Reportable incidents**
   a. Witnessed events, which include but are not limited to slapping, hitting, pinching, yelling at, cursing, threatening, harassing, etc.
   b. Un-witnessed events, which include but are not limited to reports of abuse, neglect or mistreatment made by a resident, resident representative, visitor, or employee.
   c. Indicators of potential abuse as in finding un-witnessed injuries such as skin tears, bruising, swelling, etc.
2. **Who should make a report**
   a. A resident or resident representative.
   b. An employee, volunteer, visitor, or anyone with knowledge of the incident, or suspected incident.
3. **How reports are made**
   a. Verbally to the Charge Nurse, Superintendent, Director of Nursing, or Resident Services Supervisor.
   b. In writing to the Charge Nurse, Superintendent, Director of Nursing, or Resident Services Supervisor.
   c. The person receiving said report will complete Section I of the **Resident Abuse/Neglect/Mistreatment Investigation Report.**
   d. The **Resident Abuse/Neglect/Mistreatment Investigation Report** will then be forwarded to the Director of Nursing, or designee, who will report to the Superintendent (if the Director of Nursing or Superintendent was not the person taking said report).
   e. The Superintendent, Director of Nursing and Resident Services Supervisor shall have an open door policy for reports, which may always be made directly.
4. **When a report should be made**
   a. Reports are made as soon as the incident, or suspected incident, is made known.
   b. Section I of the **Resident Abuse/Neglect/Mistreatment Investigation Report** is to be completed as soon as possible subsequent to notification, and before the end of the assigned work shift.
   c. The Director of Nursing, or designee, is to be informed prior to the end of a Charge Nurse's shift (when a Charge Nurse receives the report).
   d. The Superintendent is to be informed as soon as is practical, but within 24 hours.

6. INVESTIGATION:

6.1 If an abuse, neglect or mistreatment incident occurs, or there is reason to suspect that such an incident might have occurred, the Superintendent, or designee will investigate.

6.2 As soon as possible subsequent to a witnessed or suspected abuse, neglect or mistreatment event, the following information should be reported and completed in Section I of the **Resident Abuse/Neglect/Mistreatment Investigation Report**:

1. Name of resident, birth date, social security number.
2. Date and time of occurrence.
3. Location of occurrence.
4. Name(s) of person alleged to have caused the occurrence, if known.

5. Name of any witnesses.
6. Nature of occurrence.
7. All known relevant information.

6.3 A nurse will immediately assess the resident to determine and provide for any care needs. Any findings of injury or bruising are to be recorded in nurse's notes and on an incident form (said form is to be attached to the **Resident Abuse/Neglect/Mistreatment Investigation Report** when forwarded to the Director of Nursing or designee for investigation). Statements (signed and dated) from the person reporting the incident and any witnesses should be obtained at the time of the report if possible.

6.4 The investigator will complete Section II of the **Resident Abuse/Neglect/Mistreatment Investigation Report** (an incident report detailing any injury should accompany the report).

6.5 As part of an investigation, the investigator will report to the following, as applicable:

1. Resident Responsible Party
2. Physician
3. Adult Protective Services (877-767-2385)
4. Ombudsman (928-649-6868)
5. Police (778-1444/for known or suspected physical abuse)
6. Arizona State Board of Nursing

6.6 While the investigation is being conducted, accused or suspected individuals who are employees of the Home will be placed on Administrative Leave pending the results of the investigation. The Administrative Leave will be with pay unless the results of the investigation find said employee guilty of said abuse, neglect or mistreatment. Any employee who knowingly files a false report shall be subject to disciplinary action.

6.7 When the accused or suspected individual is not an employee, said individual will not be allowed to remain alone with the resident, while the investigation is being conducted. It will be the responsibility of the Superintendent, or designee, to inform the individual of any limitation on visitation. If the accused individual is another resident, immediate interventions will occur to prevent another incident.

6.8 All individuals participating in the investigation shall report their findings to the Superintendent, and complete the information in writing on the **Resident Abuse/Neglect/Mistreatment Investigation Report** form within 5 working days subsequent to the report (a decision will be made as to the result of the investigation within the 5 working days).

6.9 The Superintendent, or designee, will keep the resident and his/her responsible party informed of the progress and results of the investigation.

6.10 The Superintendent will involve the Resident Services Supervisor in the investigative process to provide the necessary medically-related social services appropriate for the resident.

6.11 Should an investigation reveal that abuse occurred, or there is reasonable cause to believe that an employee failed to follow the Home's policy and/or current standards of practice in resident management that resulted in abuse, neglect, or mistreatment, the employee is subject to termination and will not be eligible for rehire.

6.12 A finding of neglect will not be made if an employee is able to demonstrate that neglect was caused by factors beyond their control. In such instances, the Superintendent will be considering the causative factors and action will be taken to resolve.

6.13 A finding of abuse, neglect or mistreatment by someone other than an employee will result in a follow-up report made to APS, the Ombudsman and the Police (a volunteer will be dismissed).

6.14 The Superintendent will sign and maintain all completed **Resident Neglect/Mistreatment Investigation Reports** and all investigations will remain confidential, except that the findings and actions will be reported to the appropriate authorities.

This policy does not create a contract for employment between any employee and the Arizona Pioneers' Home. Nothing in this policy changes the fact that all uncovered employees of the agency are at-will employees and serve at the pleasure of the appointing authority.

	ARIZONA PIONEERS' HOME POLICY & PROCEDURE MANUAL TITLE: Employee Standards of Conduct / Violence in the Workplace	NUMBER: P6-4-115 EFFECTIVE DATE: 10/10/12

1. POLICY:

1.1 The Arizona Pioneers' Home maintains zero-tolerance toward workplace violence

2. DEFINITION:

2.1 ***Workplace violence*** is defined as any altercation with an employee with intent, or threat of intent, to harm, or when harm occurs to an employee or their property, caused by another person within the workplace setting—this shall include verbal and non-verbal threats of such harm.

3. PROCEDURE:

3.1 External doors of the Home are locked between evening and early morning hours. (Times may vary due to season and resident request.) Employees have the right to question anyone requesting admittance during hours the doors are locked, and may deny entrance to anyone unwelcome. Allowing entrance may be contingent on being known to staff and/or approval by the resident they wish to visit. Identification may be requested to support the request for admittance. Staff may not have visitors except in situations approved by their supervisor.

3.2 Employees are not permitted to have a weapon on the premises of the Arizona Pioneers' Home. Per this policy, a weapon is defined as any instrument that could be used to threaten harm, or used with the intent to harm. Any employee with knowledge of a weapon on the premises shall report this knowledge to their supervisor or the Superintendent. An employee with a weapon on the premises is subject to disciplinary action up to and including discharge.

3.3 The Pioneers' Home will not allow any organized gang activity, or evidence thereof, in the workplace. This policy defines gang activity as any group of employees or individuals organized for the purpose of differentiating themselves from other employees or individuals, for the purpose of acting out an agenda separate from that of the work of the Home. This would include wearing any type of distinguishing emblem, insignia, symbol or style of clothing for the purpose of identifying gang membership, i.e. arm bands, headbands, patches, etc.

3.4 The facility will not allow employee drug or alcohol use while in the workplace setting. Any employee demonstrating behavior that they are under the influence of drugs or alcohol (creating reasonable suspicion) will be immediately screened. If the results are positive, the employee is subject to disciplinary action up to and including termination. If the employee refuses a screen, disciplinary action up to and including termination will be immediate.

3.5 Home Personnel will be provided training at the time of hire and periodically throughout employment to recognize and manage hostile and/or threatening behavior. Residents identified as demonstrating behaviors that may put employees at risk will be identified to employees so that precautions can be taken against resident outbursts. Residents who have not previously demonstrated combative or threatening behavior, and do so, will be thoroughly assessed via a psychological assessment and staff will be provided information to deter future outbursts. The Home will maintain a commitment to worker safety and the safety of each resident.

3.6 Sufficient lighting in and around the parking areas and external grounds will be provided to deter violence on the facility grounds. The lighting will be checked and maintained by maintenance on a regular basis.

3.7 At the time of hire, each employee will be oriented to this policy.

3.8 If a workplace incident occurs, the employee being threatened or attacked shall immediately report the situation to his/her supervisor or a charge nurse in the building.

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3.9 An incident report shall be completed in any situation of workplace violence. The incident report will be forwarded to the Safety Committee for discussion of corrective/preventative action.

3.10 If a workplace situation occurs, a charge nurse or supervisor shall initiate the **"CODE BLACK"** disaster response, and call 911 for police support. The Superintendent should be notified as soon as possible.

3.11 The Home will offer resources for counseling to any employee who should experience or witness a violent incident associated with workplace violence through the State of Arizona Employee Assistance Program.

3.12 There will be no reprisal against any employee who reports or experiences workplace violence. Reports can be made anonymously when an employee is fearful of their well-being.

3.13 This policy shall be posted in an area accessible to all personnel.

	ARIZONA PIONEERS' HOME POLICY & PROCEDURE MANUAL TITLE: Prohibition Against Discrimination, Harassment and Retaliation	NUMBER: P6-1-105 EFFECTIVE DATE: 10/10/12

1. **POLICY:**
   1.1 It is the policy of the Arizona Pioneers' Home to:
   1. Comply with all federal and state anti-discrimination laws;
   2. Not unlawfully discriminate against any individual with regard to the terms and conditions of employment, including hiring, pay, leave, insurance benefits, retention and rehiring.

2. **PROCEDURE:**
   2.1 Equal Employment Opportunity
   1. All individuals, regardless of race, color, national origin, religion, age, disability, genetic information, sex, pregnancy, military or veteran status, or any other status protected by federal law, state law, or regulation, shall be given equal employment opportunity.
   2. All individuals shall be treated in a fair and non-discriminatory manner throughout the application and employment process.

   2.2 Harassment Prohibited
   1. Harassment of a sexual nature or harassment based on race, color, national origin, religion, age, disability, genetic information, sex, pregnancy, military or veteran status, or any other status protected by federal law, state law, or regulation is prohibited.
   2. The unlawful harassment of any employee in the course of the employee's work by supervisors, co-workers, or third parties such as vendors or customers, is prohibited.
   3. An employee who engages in unlawful harassment may be subject to disciplinary action, up to and including termination of employment.

   2.3 Protection from Retaliation
   Retaliation against anyone for raising a concern about, assisting in an investigation of, or filing a complaint concerning unlawful discrimination or unlawful harassment is prohibited.

   2.4 Complaints
   1. An applicant for employment who has a complaint alleging discrimination or harassment may file a complaint under procedures R2-5A-308.
   2. It is the responsibility of every employee to promptly bring any allegation of discrimination, harassment or retaliation to the attention of the Home's administration. Complaints shall be filed following the Home's "Complaint System" procedures.

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	ARIZONA PIONEERS' HOME POLICY & PROCEDURE MANUAL TITLE: Sexual Harassment	NUMBER: P6-1-108 EFFECTIVE DATE: 10/10/12

1. DEFINITION:

1.1 Unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature constitute sexual harassment when (1) submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment (2) submission or rejection of such conduct by an individual is used as the basis for employment decisions affecting such individual, or (3) such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile or offensive working environment.

2. PURPOSE:

2.1 The purpose of this policy is to provide employees, supervisors and managers with guidelines and instructions for preventing and/or addressing allegations of sexual harassment in the workplace.

3. POLICY:

3.1 It is the policy of the Arizona Pioneers' Home to offer equal employment opportunity to all employees and applicants. This includes maintaining an atmosphere in which sexual harassment is prohibited as well as any subsequent retaliation.

3.2 The Arizona Pioneers' Home shall provide non-discriminatory working conditions regardless of an individual's sex or sexual preference. This policy defines sexual harassment according to Equal Employment Opportunity Commission (EEOC) guidelines, provides grievance methods and requires timely corrective action in all instances of sexual harassment.

4. RESPONSIBILITY:

4.1 The Arizona Pioneers' Home, as an employer, may be responsible not only for the acts of fellow employees, but also for the acts of non-employees, with regard to sexual harassment in the workplace, when supervisory personnel know or should know of the conduct and fail to take immediate and appropriate action.

4.2 Arizona Pioneers' Home Department Heads shall assure that all employees understand and comply with this policy.

4.3 The person receiving the unwelcome conduct, advances or requests shall inform the alleged harasser that the advances, etc., are unwelcome and that they want the behavior to stop immediately.

5. GENERAL:

Sexual harassment is defined as verbal or physical conduct of a sexual nature in the workplace imposed upon any employee as a condition of employment or creating an intimidating, hostile or offensive work environment. There are two basic types of sexual harassment, quid pro quo and environmental.

5.1 Quid Pro Quo: Employee submission to or compliance with the supervisor's or fellow employee's demands for sexual favors to avoid an economic or tangible job loss, such as failure to be given promotion, failure to receive a merit increase, demotion, dismissal or other retaliatory acts for failure to submit or comply.

5.2 Environmental: Creating or condoning an intimidating, hostile or offensive work environment. Environmental sexual harassment does not entail any tangible job loss to the victim, but is prohibited because it is offensive.

5.3 Specific acts that constitute sexual harassment are:

1. Unwelcome sexual advances. This includes patting, pinching, brushing up against, hugging, cornering, kissing, fondling or any physical contact considered unacceptable by another individual.
2. Requests or demands for sexual favors.

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3. Comments or materials of a sexual nature, including innuendos and jokes, considered abusive or unacceptable by another individual.
4. Displaying an intimidating, hostile or offensive attitude because of rejected sexually oriented demands, requests, physical contacts or attentions.
5. Interfering with a co-worker's performance by exchanging unwanted sexual attentions.
6. Sexually-oriented conduct that reduces personal productivity or safety on working time.
7. Condoning sexually-oriented innuendos or any other conduct of a sexual nature within the work environment.

5.4 Behavior appropriate for staff to engage in, as long as the recipient has not said these are unwelcome:

1. Offering a hug from the side to another staff member
2. Placing one's hand on another employee's shoulder or arms
3. Offering hugs, a kiss on the cheek and nurturing touches to residents

5.5 Suggested behavior in the workplace:

1. Don't touch --- In cases of unwelcome physical contact, employees don't need to have previously told someone not to touch them.
2. Don't demean others --- Demeaning behavior could contribute to a hostile environment, especially if it's aimed at an employee's gender.
3. Don't get personal --- Treat all coworkers as teammates, not potential dates.
4. Don't get romantically involved --- If mutually attracted to someone in the same department with desires to pursue a relationship, it is best for one to transfer to a different department or location.
5. Keep the door open while talking with someone if possible (non-confidential or non-private conversation) --- If confidentiality or other reasons requires the door to be closed, consider having a witness present to avoid accusations and to corroborate what is said.
6. Don't make suggestive comments --- The workplace is not the place for sexual banter.
7. Language should be professional --- Cursing, explicit language, bawdy humor and innuendos are considered unprofessional and will not be tolerated.

6. PROCEDURES:

6.1 Supervisors at each level shall:

1. Be alert to detect instances of sexual harassment
2. Ensure that their employees understand and comply with this policy.
3. Provide employees with information regarding the Basic Grievance Procedure as the standardized method to equitably and promptly resolve complaints concerning any and all grieve-able issues and refer employees to the ADOA Human Resource Department for further information.
4. Assure that information regarding complaints alleging sexual harassment are immediately communicated to the employee's supervisor and that an information copy of each complaint is forwarded to the ADOA Human Resources Department.
5. Supervisory personnel who become aware of instances of actual or alleged harassment should endeavor to keep detailed records and notes of key events related to the incident. **Note:** Supervisory personnel can never promise any party that their statements or any other matter involved in any related investigatory processes will be held in confidence. The Pioneers' Home is a public agency and as such, the public's "right to know" may make some or all of the information disclosed in the course of the investigation subject to release through public document requests.

6. Take timely and appropriate corrective and/or disciplinary action in all instances of sexual harassment. When approving authorities have determined that reasonable cause has been found that sexual harassment has occurred, they shall provide a recommendation through the chain of command to the Superintendent or the designee in charge, who will make the final determination on the discipline to be imposed. Discipline for Quid Pro Quo type harassment will be dismissal. Discipline for environmental type harassment will be up to, and possibly include, dismissal.

6.2 Employee Options

1. Retaliation toward the perpetrator is prohibited.
2. Speak directly with the party whose behavior is offensive. If the behavior continues, the employee *may choose **any** of the following avenues for resolution* of the problem:
   a. Contact immediate supervisor
   b. Contact Superintendent or designee
   c. Contact the ADOA Human Resource Department
   d. Contact the Attorney General's Office
   e. Contact U.S. Equal Employment Opportunity Commission (EEOC)
3. When the sexual harassment involves the employee's immediate supervisor, the employee may by-pass the normal chain of command and take the complaint directly to the Superintendent or designee to avoid a confrontational situation. The Superintendent or designee may investigate the complaint and/or request the assistance of the staff of the ADOA Human Resources Department.
4. When an employee is alleging discrimination based on sex and has not received a satisfactory response at the last step, the employee may submit the grievance to the Superintendent within five working days after receipt of the last response.
5. When an employee is alleging discrimination based on sex and has not received a satisfactory response at the last step (Superintendent), the employee may submit the grievance to the Director of the Department of Administration (ADOA) within five working days of the last response.

6.3 The employee who lodged the complaint shall be informed when the investigative process has been completed and if corrective and/or disciplinary actions are being recommended. However, because disciplinary actions are confidential, the grievant is not entitled to know the specific disciplinary action.

7. TRAINING:

7.1 All supervisory and management personnel must attend sexual harassment prevention training provided by the Human Resources Division. All employees of the Arizona Pioneers' Home must also attend sexual harassment training as soon as possible after starting employment at the Home.

	ARIZONA PIONEERS' HOME POLICY & PROCEDURE MANUAL TITLE: Alcohol and Drug-free Workplace	NUMBER: P6-4-151 EFFECTIVE DATE: 10/10/12

1. **PURPOSE:**

Whereas the Arizona Pioneers' Home recognizes:

1.1 ...that its employees are its most important resource and that alcohol and drug abuse are conditions that have an impact on the employee as well as the employer, and

1.2 ...that care for residents can be compromised by employees who come to work under the influence of alcohol or drugs or use alcohol or drugs during work hours and

1.3 ...the Home's administration shall provide guidance in addressing substance abuse issues through the Employee Assistance Program (see subsequent policy) when an employee voluntarily seeks assistance, or when an opportunity for a supervisor to make an employee aware of such assistance, however disciplinary action shall be taken when an employee is found to be at work under the influence of alcohol or drugs.

2. **DEFINITIONS (A.R.S. § 23-493):**

2.1 "Alcohol" means ethanol, isopropanol or methanol.

2.2 "Drugs" means any substance considered unlawful under the schedules of the controlled substances section of the comprehensive drug abuse prevention and control act of 1970 (P.L. 91-513; 84 Stat. 1247; 21 United States Code section 812) or the metabolite of the substance. (APH addition: Drugs could also be prescription drugs that have an effect on an employee's behavior.)

2.3 "Employee" means any person in the service of the Arizona Pioneers' Home.

2.4 "Sample" means urine, blood, breath, saliva, hair or other substances from the person being tested.

3. **POLICY:**

3.1 Recognizing that it is the employee's responsibility to demonstrate satisfactory job performance, and that alcohol and drug abuse may have an adverse affect on job performance, it is the responsibility of all employees (covered and uncovered) to maintain an alcohol and drug free work environment. It is also the responsibility of the Pioneers' Home to provide residents and employees with an alcohol and drug free work environment.

3.2 The Arizona Pioneers' Home prohibits the manufacture, distribution, dispensing, possession or use of alcohol, illegal drugs, unauthorized drugs, inhalants, or other unauthorized controlled substances during an employee's working hours or while on state premises or worksites, including state vehicles and property leased to the state. A state employee shall not be impaired by alcohol or drugs while on duty. Should such prohibited activity occur by the employee, disciplinary action will be taken against the employee or employees involved.

3.3 The State of Arizona shall provide programs to inform employees of the dangers of drug abuse in the workplace and of referral services for the purposes of drug counseling, rehabilitation and assistance.

4. **PROCEDURE:**

4.1 An employee using medication or prescription drugs which may impair job performance shall report this fact in writing to his/her supervisor. Due to job responsibilities of certain employees, additional specific restrictions may be imposed by the supervisor until the medication or prescription drug regimen is completed.

4.2 Behavior or signs that suggest that an employee is under the influence of alcohol or a controlled substance include but is not limited to:

1. Slurred speech, red eyes, glassy eyes, bloodshot eyes, dilated pupils, incoherence, unsteadiness on feet, smell of alcohol or other substance emanating from the employee's body, poor coordination or reflexes or direct observation of drug or alcohol abuse. These observations shall be documented in writing by the supervisor. A copy will be available to the employee upon request.

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2. Carelessness, accidents in the workplace, erratic behavior, inability to perform the job, quality of work performed, hyperactive behavior, unexplained behavioral changes. These observations shall be documented in writing by the supervisor. A copy will be available to the employee upon request.

4.3 When reasonable grounds exist to believe that an employee is under the influence of alcohol or drugs, the supervisor shall make an immediate attempt to have the Superintendent, the Designee in Charge or another supervisor present to question the employee.

1. An employee that *confesses* being under the influence of alcohol or drugs shall be immediately told they are being placed on administrative leave with pay and they must leave the premises (Note: Method of transportation should be considered.) Disciplinary action, up to and including dismissal per Personnel Rules should subsequently be followed.
    a. An employee that *denies* being under the influence of alcohol or drugs may be required to submit to drug screening or blood alcohol tests on State time, with the test being paid for by the Pioneers' Home. Refusal to submit to such testing shall result in dismissal. If there is no APH employee available to take the employee to a site for testing, it is the responsibility of the employee to get to a testing site within a designated time period, specified by the supervisor. (Note: Method of transportation should be considered.) Failure to be tested shall result in disciplinary action, up to and including dismissal.

4.4 Testing

1. Testing for the presence of drugs or alcohol shall be carried out within the terms of this policy.
2. Testing for alcohol must be within eight hours, but testing for controlled substances may be the following day. Therefore, depending on the time a supervisor determines testing is necessary, the employee shall be instructed to either go to the hospital Emergency Room or other medical lab. Testing should be delayed until regular business hours of testing lab when it is determined that the delay will not jeopardize accurate test results.
3. When possible, an employee that is to be tested during regular business hours that the testing company is open, shall be taken to the testing site by another APH employee. If no one is able to take the individual, the employee shall be responsible to arrange their own transportation to the testing site. If a taxi is necessary, the fare is reimbursable if the results of the test are negative. This is also applicable when an employee is sent home from work and required to be tested as soon as the testing company is open again for regular business. ***Whether an employee goes immediately or later to be tested, they should not be allowed to drive their self from APH property.***
4. The employee should be informed that they have been placed on Administrative Leave with pay while being tested.
5. Employees will be asked to authorize release of test results to the employer. The employee should be informed that refusal to take the test or sign the release of information may result in disciplinary action up to and including dismissal. An employee has the right, upon request, to obtain a copy of the written test results.
6. Employees who test positive, refuse the test, refuse to sign the release of information form, or fail to be tested within the time specified by their supervisor shall immediately be subject to disciplinary action, up to and including dismissal. Employees who test negatively shall be informed that they are to report to work for their next scheduled shift. They shall be paid wages under Administrative Leave provisions through the day they are informed they may return to work.

7. An employee has the right, on request, to explain in a confidential setting, a positive test result. It is the responsibility of the employee to make APH staff aware of any mitigating factors for a positive test, such as use of a medication or prescription drugs which may have resulted in altered appearance and/or behavior. Such explanations may require verification, such as documentation from a doctor, and will be taken into consideration.
8. Positive test results, barring mitigating circumstances, will result in immediate dismissal.
9. Testing will be conducted in accordance to Arizona State law by authorized testing facilities. Personnel at the testing site shall determine the appropriate testing method and collection procedure to use.
10. All details and events involved with suspicion of an employee under the influence of alcohol or drugs will be kept confidential.

	ARIZONA PIONEERS' HOME POLICY & PROCEDURE MANUAL TITLE: Outside Employment	NUMBER: P6-4-145 EFFECTIVE DATE: 10/10/12

1. PURPOSE:

1.1 To define the Arizona Pioneers' Home's application of ADOA Personnel Rules for employees (covered and uncovered) who engage in employment or other activities outside of the employee's work for the state.

2. POLICY:

2.1 An employee shall not engage in other employment or other activities outside of the employee's work for the state that is not compatible with the full and proper discharge of the duties and responsibilities of state employment, or that tends to impair the employee's capacity to perform the employee's duties and responsibilities in an acceptable manner.

2.2 No work shall be done in a private capacity which may be construed by the public to be an official act.

2.3 An employee shall not affiliate him/herself with public or private organizations or entities so as to raise an expectation that official favors will be granted.

2.4 No employee shall accept or solicit, directly or indirectly, anything of economic value which is or may appear to be designed to influence official conduct, particularly from a person seeking to obtain contractual, business or other financial arrangements with the Pioneers' Home or who has interests that might be substantially affected by the performance of the employee's duty.

3. DEFINITIONS:

3.1 "Other Employment" includes but is not limited to:

1. Working as an employee for another employer, including another state agency;
2. Owning a business;
3. Contracting to provide services for a fee; or
4. Serving as a consultant for a fee, or being self employed;
5. Holding any elected or appointed public office, whether federal, state or local; or
6. Holding a position in a political party or organization

3.2 Primary agency means the agency in which the employee is employed at the time of the employee's request outside employment.

3.3 Secondary agency means the agency in which the employee is requesting to be employed while remaining employed by the primary agency.

4. PROCEDURE:

4.1 <u>Notice Requirement:</u>

An employee who desires to engage in other employment shall notify the employee's supervisor and abide the policies of the Arizona Pioneers' Home. An employee engaged in outside employment, including consultant relationships, shall inform the supervisor of the nature of the employment and corresponding work hours. An employee shall also disclose actual or potential conflicts of interest related to outside employment activities as soon as the employee becomes aware of the conflict. The determination as to whether a conflict or potential conflict exists shall be made by the Superintendent.

4.2 <u>Outside Employment By Another State Agency:</u>

An employee who seeks outside employment with another state agency must request approval from both the employee's primary agency and prospective secondary agency before commencing employment with the secondary agency. The primary and secondary agencies must ensure that the request complies with state and federal guidelines. Such request, if approved, shall be in writing and on file with both agencies. Employment records are to be maintained in accordance with the provisions of ADOA Personnel Rules.

This policy does not create a contract for employment between any employee and the Arizona Pioneers' Home. Nothing in this policy changes the fact that all uncovered employees of the agency are at-will employees and serve at the pleasure of the appointing authority.

4.2 Outside Employment as a Paid Public Official or in a Political Party or Organization:
All employees shall comply with A.R.S. 41-752 pertaining to political activities.

4.3 Termination of Outside Employment:
If the Superintendent determines that an employee's outside employment interferes with the employee's performance or creates a conflict of interest, the employee will be required to terminate the outside employment.

4.4 Consequences of Non-Compliance:
An employee who fails to make required disclosures or to take action to resolve any conflict of interest may be disciplined or separated from state employment. Any such actions involving a covered employee shall be in accordance with ADOA Personnel Rules.

	ARIZONA PIONEERS' HOME POLICY & PROCEDURE MANUAL TITLE: Employee Attendance	NUMBER: P6-4-127 EFFECTIVE DATE: 10/10/12

1. **POLICY:**

1.1 It is the policy of the Arizona Pioneers' Home that employees (covered and uncovered) will adhere to State Personnel Rules and regulations in all matters, including attendance.

2. **PROCEDURE:**

2.1 Absence:

1. In order to secure necessary coverage for duties and readjust work assignments, employees are required to telephone or get a message to their supervisor at the Arizona Pioneers' Home at least one hour before the beginning of their assigned work time if they are going to be unable to report for work due to illness or other circumstances. If the supervisor is not available, a message must be left.
2. **Adverse Weather is *NOT* necessarily considered an acceptable excuse for not reporting to work or being tardy for work. Absences or late call-ins due to such may result in Leave Without Pay (LWOP). Employees are expected to be prepared in the event of adverse weather conditions and be on the job site in a timely manner, adhering to safety factors.**
3. An employee will personally report such anticipated absences or they will request another person to telephone the message for them if incapacitated. An employee must call in daily unless the Home is in possession of a doctor's excuse for a specific time to return to work.
4. Failure to report an anticipated absence within guidelines will be documented by the Supervisor and taken into consideration in any rating procedures or disciplinary action.
5. Three unexcused absences in a quarter will be considered for disciplinary action. (Note: Each consecutive period of time is counted as one absence event. Example: A three day time period that is not excused shall be counted as one absence.)

2.2 Tardiness:

1. Employees without a reasonable explanation or approval by their supervisor, who have three incidents of tardiness in a bi-weekly pay period, may be subject to disciplinary action.
2. Employees without a reasonable explanation or approval from their supervisor, who have five or more incidents of tardiness in one-quarter, and/or continue with problems of tardiness are subject to disciplinary action.
3. Tardiness shall be documented in an employee's file and will be taken into consideration in any rating procedures and consideration for merit increases.

2.3 Presence at Work Station:

1. Employees are to clock in at the beginning of their scheduled shift and be at their workstations no later than five minutes after their shift starts. For example, a work shift that starts at 6:30 am, the employee is expected to be at their workstation no later than 6:35 am. Employees who do not follow this guideline may be subject to the disciplinary action.
2. Employees may leave prior to their scheduled ending time if the tasks are done for the day and if the employee's supervisor has approved the early exit.
3. Not being at the work station, or leaving early when tasks are not complete may result in disciplinary action.

	ARIZONA PIONEERS' HOME POLICY & PROCEDURE MANUAL TITLE: Employee Dress Code	NUMBER: P6-4-158 EFFECTIVE DATE: 10/10/12

1. **POLICY**:

1.1 It is the policy of the Arizona Pioneers' Home that the personal appearance and dress of its employees (covered and uncovered) will reflect the highest levels of professionalism in care for its residents. Employees are required to be clean, neat, well groomed and wear clothing appropriate to their job classification.

2. **PROCEDURE:**

2.1 Physical Appearance/Grooming/Hygiene:

1. All employees shall dress and groom themselves to be appropriate representatives to the Arizona Pioneers' Home residents, the public, vendors, resident families and other employees.
2. Employees shall have good personal hygiene, including hair, teeth and nails, with none of these making an attitude statement.
    a. Hair styles and beards should be neat, clean and trimmed, and appropriate for the job classification of the employee.
    b. Food Service employees must secure hair. Hair that is long enough to pull back must be fastened back away from face. Employees must use one of the following: heavy hair spray or mousse, hairnet or ball cap.
    c. Fingernails are to be cleaned and trimmed, appropriate to the job assignment. Food Service employees may not wear artificial nails or polish.
3. In the workplace, all employees shall avoid any fragranced product strong enough to be perceived by others --- including perfumes, colognes, after-shave products, deodorants, shampoos, soaps, body sprays/washes, hair sprays, lotions, powders, clothing detergents, fabric softeners or any other fragranced product that may irritate other peoples' allergies or sensitivities. Any employee coming to work wearing a scent strong enough to be perceived by others will be subject to discipline and is subject to being sent home to correct the situation.
4. All employees must take precautionary measures to avoid strong body odor.
5. Tattoos and piercings are examples of self-expression and generally are not recognized as indications of religious or racial expression. Therefore, they are not protected under federal discrimination laws.
    a. Tattoos: If a tattoo is deemed to be offensive to residents or staff it must be kept covered in some way while the employee is on duty.
    b. Piercings: If piercings are deemed to be offensive to residents or staff, the employee shall be required to either remove them or cover them while on duty. (Tongue piercings are considered unprofessional and are not allowed.)
6. Each Pioneers' Home department head may decide on a case by case basis on infractions of the dress code for employees in their own department. Any employee whose attire is inappropriate will be instructed to clock out, return home to correct the offense and return to work in a timely manner as determined by the supervisor.

2.2 Appropriate Attire:

1. Wear name identification tags
2. Matching, neat, clean and appropriate clothing without holes and without offensive logos, pictures or statements. This may include the following, with consideration and observations of stipulations indicated.
3. Dresses, suits, slacks/pants or skirts (knee length) with coordinated jackets, sweaters, shirts (including T-shirts), blouses, polo shirts, uniforms, scrubs, knee length shorts.
4. Pants may include jeans for positions involving food handling, maintenance, housekeeping, or any other position where dress or casual pants could be ruined due to the nature of the job.

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5. Shorts and skirts are *not* acceptable in positions involving food handling, maintenance, housekeeping, or any other position involving food handling, chemicals, or equipment where it is best that bare skin be protected by clothing. Employees in positions where bare skin does not create a potential harm may wear shorts on days designated as "Casual." Employees accompanying residents on outings may wear shorts. Capri pants fall under the category of shorts.
6. Tight fitting pants and shirts/blouses that define a person's body, or revealing items of clothing are *not* acceptable.
7. Sleeveless shirts/tops are *not* acceptable in positions involving food handling or any other position where it might be deemed offensive.
8. T-shirts are only appropriate for office/clerical on days designated as "Casual."
9. Shoes appropriate to the job assignment and coordinated with other attire.
    a. Sandals or any open-toe shoe are *not* acceptable in positions involving food handling, maintenance, housekeeping, nursing care, or any other position where exposed feet/toes present a health concern or excessive potential for injury. Flip-flops are not acceptable in any position.
    b. Non-skid or rubber sole shoes are suggested for all positions other than office/clerical. Heels are only appropriate for those in office/clerical positions.
10. Wait persons in the Dining Room must wear aprons while serving.
11. Jewelry that is not considered excessive and does not get in the way of an employee performing job duties is acceptable. Dangling or large earrings are *not* acceptable for those in nursing or other positions where a resident might be apt to reach and pull.
12. Extreme dress, makeup or fashions that would detract from an employee's ability to perform duties or interfere with the lifestyle of Arizona Pioneers' Home residents are *not* permitted.
13. Each Friday is designated as "Casual Day," in which more casual attire is permitted for those who normally must wear more formal/professional attire.

2.3 For any other specific department dress requirements, refer to departmental policies and procedures.

	ARIZONA PIONEERS' HOME POLICY & PROCEDURE MANUAL TITLE: Meal Breaks and Other Breaks	NUMBER: P6-4-133 EFFECTIVE DATE: 10/10/12

1. **POLICY:**

1.1 It is the policy of the Arizona Pioneers' Home that employees (covered and uncovered) be allowed to take meal breaks and other breaks so they may be refreshed mentally and physically, having spent time away from work duties.

2. **PROCEDURE:**

2.1 *MEAL BREAKS*

1. Meal breaks are *unpaid* periods of time employees are permitted to take during work shifts.
2. Supervisors shall schedule employees that work a shift of 6 or more hours, for at least a ½ hour meal break. An employee may request a longer or shorter meal break. Approval by the supervisor depends on workload and how many hours the employee is expected to work within the work week.
3. Supervisors must require an employee that works 16 straight hours to take a second meal break of at least ½ hour for their own well being.
4. Employees must coordinate any change in scheduled meal breaks with their immediate supervisor.
5. Employees choosing to leave the Pioneers' Home property for a meal break MUST punch their timecard in the time clock and punch back in upon returning. A supervisor may also require their employees to notify them if they plan to leave the building during a meal break.
6. Employees are expected to leave as promptly as possible for scheduled meal breaks so others in the department are not delayed in taking their scheduled meal time.

2.2 *OTHER BREAKS*

1. The following statement reflects the policy of the Arizona Pioneers' Home regarding breaks in general.
2. "No where in the statutes, rules or regulations of this State or Federal law, is there a provision that allows an employee to take a coffee break. A supervisor may determine to grant or allow a coffee break in order to improve employee efficiency or morale, but such is a privilege, not a right. Most important, common sense indicates that an employee does not stop work that needs to be done and should be completed when his/her "scheduled" coffee break time or lunch hour arrives if there is a pressing assignment or member of the public that deserves the immediate attention of the employee. As with annual leave, the mission of the agency comes first."
3. The reason that breaks are not a "Right" is that they are not earned, nor are they accrued. Break time is paid work time, therefore, it is the employer's time and as such it is discretionary on the part of the employer on it's use.
2. Employees may take one 15 minute break during each 4 hour period they are scheduled to work, if the workload allows.
3. Breaks may be taken at a time approved by the employee's immediate supervisor. Breaks are generally authorized if the demands of work allow. The work of the Pioneers' Home is more important than any break time.
4. Breaks cannot be accrued – that is, they cannot be saved up in order to take a longer break at a later time or used to leave work early because an earlier break was not taken, nor can break time be used as an excuse for arriving to work tardy, or extending a lunch break.
5. Employees choosing to leave the Home's property for break time MUST punch their timecard in the time clock and punch back in upon returning. The employee should also write on the timecard, "Break taken off premises." (Note: It is not necessary for an employee to punch out on the time clock if they are leaving the property to do business for the Home.)
6. If an employee wishes to change their work schedule, they must see their immediate supervisor.

This policy does not create a contract for employment between any employee and the Arizona Pioneers' Home. Nothing in this policy changes the fact that all uncovered employees of the agency are at-will employees and serve at the pleasure of the appointing authority.

Political Activity

- In accordance with A.R.S. § 41-772, State Service employees (those subject to ADOA Personnel Rules) MAY NOT:
  1. Use a promise to use any official authority or influence for the purpose of influencing the vote or political action of any person or for any consideration.
  2. Be a member of any national, state or local committee of a political party, including serving as a precinct committee person.
  3. Serve as an officer or chairman of a committee of a partisan political club.
  4. Become a candidate for nomination or election to any paid public office.
  5. Hold any paid, elective public office.
  6. Take part in the management or affairs of any political party or in the management of any partisan or non-partisan campaign or recall effort.
- The same statutes provide that such employees MAY:
  1. Express opinions.
  2. Vote and sign nomination or recall petitions.
  3. Contribute to candidates, political parties or campaign committees contributing to candidates or advocating the election or defeat of candidates.
  4. Circulate candidate nomination petitions or recall petitions.
  5. Engage in activities to advocate the election or defeat of any candidate.
  6. Solicit or encourage contributions to be made directly to candidates or campaign committees which are contributing to candidates or advocating the election or defeat of candidates.
  7. Attend meetings (on non-work time) for the purpose of being informed concerning candidates for office and political issues.
  8. Become a candidate for election to a school board or community college district governing board.
  9. Serve as a member of the governing board of a common or high school district or as a member of a community college district governing board.
- Except for voting and expressing opinions, covered employees may not engage in the above activities while on duty, while in uniform or at public expense.
- State Employees in uncovered (exempt) positions generally are not subject to the forgoing limitations; however, uncovered employees are prohibited from using state resources for campaign purposes, including participating in any campaign work while on state time and must exercise common sense and good political judgment.
- Violation of the statute carries significant penalties, up to and including dismissal. Employees are encouraged to refer to their supervisors regarding any questions prior to participating in any political activity.

Definitions for Each of the Causes for Dismissal or Discipline

- The definitions that follow were developed to meet the requirements of Arizona Revised Statutes § 41-770(C). The statute provides:
  "The director shall prescribe definitions for each of the causes for dismissal or discipline prescribed or established under this section that shall be used by all employees and the Personnel Board in evaluating dismissals and disciplinary actions."
- The following examples are not exhaustive. Some examples of conduct may violate several causes for dismissal or discipline.

1. "Fraud in securing appointment" means a deliberate and/or intentional fraudulent act, such as concealment of a conviction of a crime or a misstatement of qualifications on the state employment application material to the hiring decision. Disclosure of the information would have disqualified the person or lessened his or her value in light of other applicants or potential applicants had the conviction or true qualifications been known at the time of selection. It also includes situations that occur when a person pretends to be who (by name) he or she is not or what (by profession, occupation or title) he or she is not to gain an unfair advantage in securing employment with the State Service. Examples include but are not limited to:
   a. Intentional or negligent misrepresentation or omission on the application for employment, resume, or other personnel forms. The misrepresentation must deal with a material fact that may have adversely affected selection for appointment.
   b. Taking or permitting another person to take all or a part of a State Service examination for someone else.
   c. Submitting an application for employment, resume, or other supportive documents under a false identity.
   d. Obtaining interview or test questions in advance.
2. "Incompetency" means the employee has demonstrated an inability to perform the duties and responsibilities of the position or the employee has demonstrated that he does not possess the capability or skill necessary to perform the duties of the assigned job. It also includes the absence of a degree, license, certification, or other qualification required for the position. It also indicates the utilization of poor judgement in the performance of job duties. Examples include but are not limited to:
   a. Careless or sloppy work; frequent mistakes or errors.
   b. Failing to complete work assignments accurately and on schedule.
   c. Failing to take corrective action when warranted, including failing to report misconduct of subordinates and/or co-workers.
   d. Failing to accurately prepare reports or maintain prescribed records.
   e. Failing to complete assigned daily duties on a regular basis.
   f. Loss or suspension of driver's or pilot's license.
3. "Inefficiency" means failure to perform the assigned job duties in an organized, accurate and timely manner or to produce the intended results of the assigned job. It includes engaging in

activities unrelated to the position, wasting time, energy, materials and effort. Examples include but are not limited to:

a. Wasting time or loitering.
b. Failing to keep work area clean and uncluttered so as to cause a work hazard or misplacement of or loss of important documents or property.
c. Failing to properly maintain state equipment, materials or supplies.
d. Allowing unauthorized personnel to enter work area.
e. Failing to exercise proper supervision over subordinates.
f. Failing to organize and/or prioritize one's work assignments so as to ensure their timely completion.
g. Failing to complete work assignments accurately and on schedule.
h. Failing to accurately prepare reports or maintain prescribed records.

4. "Neglect of duty" means to omit, or fail to perform a job duty or performance of a job duty without the usual amount of care or attention to task. It also means inappropriate behavior while on duty including discourteous treatment of co-workers and supervisors, disruption of the work environment and the commission of a felony or misdemeanor. It also means negligent or reckless performance of a job duty or failure to perform a job duty. Examples include but are not limited to:

a. Sleeping on the job.
b. Leaving work area or job site without authority.
c. Conducting personal affairs on state time.
d. Restricting output or engaging in a work slowdown or stoppage.
e. Failing to complete assigned duties others are capable of completing in a similar time frame.
f. Disregarding the orders or directives of a supervisor.
g. Disregarding directives, policies, guidelines, procedures and other instructional materials.
h. Physically abusing client, inmate, patient, resident or ward in violation of agency policy, rule or law.
i. Not being available to perform the duties of the job due to abuse of sick leave whether intentional or not.
j. Giving job duties little attention or respect.
k. Filing frivolous or false complaints.

5. "Insubordination" means the knowing refusal or failure to obey an order or a directive given by a person in authority. This also includes the failure or refusal to perform the employee's job duties as assigned. It also includes the failure or refusal to follow law, rules, policies, guidelines and procedures. Examples include but are not limited to:

a. Refusing to perform assigned duties.
b. Refusing or failing to carry out a lawful order or directive given by a person in authority.
c. Interacting with a person in authority in an argumentative or hostile manner, including using insulting, abusive or profane language or engaging in insulting, abusive or disrespectful conduct, including threats of physical assault, directed at an immediate or other supervisors responsible for the proper operation of a work unit.
d. Failing to cooperate in an investigation.

6. "Dishonesty" means a knowingly dishonest action, statement, or omission by an employee. It includes dishonest statements, actions, or omissions at work. It also includes those committed outside of work which could bring discredit to the State of Arizona. It includes theft, cheating, false oral and written statements, fraud and any action or omission which demonstrates a lack of ethics or integrity. Examples include but are not limited to:

a. Stealing or misappropriating funds or property of the state or another employee.

b. Knowingly making false or inaccurate statements on travel claims, attendance/time reporting, or other official documents.
c. Receiving travel expenses through false pretenses.
d. Knowingly making false or inaccurate entries in public records.
e. Making false, unfounded or inaccurate statements, whether intentional or not, to co-workers or supervisors.
f. Using official position to obtain unlawful benefits for clients, family members, or friends.
g. Failing to answer truthfully when questioned during an investigation.
h. Knowingly making false or inaccurate statements to investigators or polygraph examiners.
i. Receiving employment benefits through false pretenses.
j. Falsifying time sheets or time records.
k. Soliciting or accepting money or favors from members of the public for the employee's personal use because of the employee's position with the State of Arizona.

7. "Drunkenness on duty" means consuming or being under the influence of an intoxicant or other substances while on duty to the extent that the employee's judgment or job performance are impaired. Examples include but are not limited to:
   a. Consuming an intoxicant or other substance prior to or while on duty or during breaks which occur during normally scheduled work hours.
   b. Consuming an intoxicant or other substance prior to or while driving a vehicle on state business.
   c. Being under the influence of an intoxicant or other substances while on duty to the point of being incoherent and unable to understand and respond appropriately to verbal or written instructions or requests for information.
8. "Addiction to the use of narcotics or habit-forming drugs" means being dependent on and unable to control the need for and use of narcotics or habit-forming drugs while on duty which results in the employee being unable to properly and effectively perform the duties and responsibilities of the assigned job. It also includes any employee who unlawfully possesses narcotics or habit-forming drugs on state property or while on duty, or who uses any drug which affects the ability to properly and effectively perform the assigned duties and responsibilities of the job. Examples include but are not limited to:
   a. Unlawfully possessing narcotics or drugs while on duty.
   b. Being under the influence of narcotics or drugs while on duty.
9. "Absence without leave" means being absent or away from the work place, without official permission from a person in authority. Examples include but are not limited to:
   a. Not reporting to work or being late for work without permission from a person in authority.
   b. Leaving the work place without permission from a person in authority.
   c. Quitting work early without permission from a person in authority.
   d. Returning to work late from lunch or breaks.
   e. Not returning to work after the end of approved leave.
10. "Final conviction of a felony or misdemeanor involving moral turpitude" means as follows:
   a. "Final conviction of a felony" means that the employee has been found guilty by a judge or jury or has entered a plea of guilty or nolo contendere or no contest to an offense classified by law as a felony in Arizona or to a similar offense in another state or jurisdiction which would be a felony in Arizona. Examples include but are not limited to:
      (1) Murder
      (2) Aggravated assault
      (3) Manslaughter
      (4) Bank robbery

b. "Final conviction of a misdemeanor involving moral turpitude" means that the employee has been found guilty by a judge or jury or has entered a plea of guilty or nolo contendere or a plea of no contest to an offense classified by law as a misdemeanor in Arizona or to a similar offense in another state or jurisdiction which would be a misdemeanor in Arizona. The term moral turpitude describes conduct that is depraved and inherently base or refers to acts that would adversely reflect on one's honesty, integrity or personal values. Examples include but are not limited to:
    (1) Leaving the scene of an accident
    (2) Sexual assault or abuse
    (3) Theft
    (4) Fraud
    (5) Embezzlement
    (6) Forgery

11. "Discourteous treatment of the public" means a lack of courtesy by an employee towards a person (customer, client, other employee, employee of another state agency or governmental entity as well as other individuals with whom the employee comes in contact while at work). It includes greeting the person by a rude statement or act; or not showing respect for or toward others. Examples include but are not limited to:
    a. Using discourteous, rude or insulting language.
    b. Using abusive or profane language.
    c. Making a threat of physical violence against the person or property of one or more members of the public.
    d. Using unlawful physical force.
    e. Ignoring the public by refusing to return phone calls or answer inquiries.
    f. Inexcusable delay in assisting the public.
12. "Improper political activity" means being involved in prohibited political activities. It also includes being involved in allowed political activities while on duty, in uniform or at state expense. (See political page in this Handbook for further information.)
13. "Willful disobedience" means intentionally or willfully disobeying a lawful order, directive, statute, regulation, policy, procedure, etc. Examples include but are not limited to:
    a. Refusing to obey lawful order or directive.
    b. Refusing to obey a statute, regulation or valid policy.
    c. Consciously violating a lawful order, directive, statute, regulation or valid policy.
14. "Misuse or unauthorized use of state property" means using state property for other than official business and/or using state equipment without proper authority to do so. Examples include but are not limited to:
    a. Destroying state records without permission of a person in authority.
    b. Removing state documents from files without permission of a person in authority.
    c. Damaging or abusing state equipment or property.
    d. Using state property for non work-related purposes, including but not limited to making long distance phone calls, sending personal messages in e-mail systems, sending personal letters with state postage and producing personal documents on state computers.
    e. Speeding or reckless handling of state equipment, including vehicles.
    f. Wasting materials or supplies.
    g. Creating unauthorized replicas of state documents or equipment.
    h. Gaining unauthorized access to state records.
    i. Making unauthorized modifications or deletions of state records.
    j. Making unauthorized or non-work related use of the Internet or other on-line services.

	ARIZONA PIONEERS' HOME POLICY & PROCEDURE MANUAL TITLE: Employee Standards of Conduct / Purchase from Residents	NUMBER: P6-4-112 EFFECTIVE DATE: 10/10/12

1. PURPOSE:

1.1 To supplement ADOA Personnel Rules regarding Standards of Conduct and specify conduct and procedures relating to the sale, purchase or receipt as a gift of certain items from residents.

2. POLICY:

2.1 It is the policy of the Arizona Pioneers' Home that all employees (covered and uncovered) conduct themselves in conformance with ADOA Personnel Rules regarding standards of conduct.

3. PROCEDURE:

During the course of employment at the Arizona Pioneers' Home, employees may be offered tips, gratuities, gifts, loans or other items of value. The following procedure shall be followed to insure that employees do not violate the law or personnel rules regarding standards of conduct.

3.1 Purchase or Sale of Items Between Employees and Residents:

1. Employee and resident submit a request form (included with this policy) to the Superintendent BEFORE the money and item are exchanged. The form contains the signature of the employee and resident, a description of what is to be purchased and the dollar amount the resident wants to receive.
2. The Superintendent will either approve or disapprove this request. If approved, the resident will then be given the money and the employee, the item.
3. Failure to comply with this policy will subject the employee to disciplinary action, which could include suspension without pay, demotion or dismissal, depending upon the situation involved.

3.2 Tips, Gifts, Loans or Gratuities:

1. Employees may not accept tips or gifts from a resident or an associate of a resident (i.e. relative, close friend), unless it is a gift of nominal value (i.e. food, refreshments, unsolicited advertising or promotional material).
2. Employees may not borrow money or items of value from residents or associates of resident.
3. Employees may not knowingly be included in a resident's will or receive benefit from the estate of a deceased resident.

3.3 Crafts and Handmade Items:

This policy does not apply to the purchase of items from residents that are considered handicrafts and/or handmade, that are generally for sale to the public and are of a value of less than $100.

	ARIZONA PIONEERS' HOME POLICY & PROCEDURE MANUAL TITLE: Loss Control Program	NUMBER: P2-1-201 EFFECTIVE DATE: 9/7/06

1. **DIRECTIVE:**
   1.1 Administrative Rule R2-10-207 requires each State agency loss prevention committee to develop, implement and monitor applicable program elements.

2. **POLICY:**
   2.1 The administration of the Arizona Pioneers' Home is committed to preventing losses within the agency and to support safety and loss control activities for all employees, residents and the public. All employees are required to be equally dedicated to these goals and contribute their assistance and cooperation. All residents are to be instructed and encouraged in safety practices and procedures. This loss control policy will be implemented and maintained through a specific loss control program.

3. **PROCEDURE:**
   3.1 **Loss Control Officer** (R2-10-206B):
   1. An Arizona Pioneers' Home employee shall be appointed to develop and implement the loss control program.
   2. This assignment will become an integral part of the work responsibility of the individual and will be incorporated into their performance evaluation and job description.
   3. The loss prevention officer shall interpret and apply policies and procedures, chair and coordinate the agency safety committee, review agency loss claims and make recommendations to prevent future losses. The loss control officer shall also provide technical information to employees and agency management concerning AZ Dept. of Safety and Health (ADOSH) and AZ Dept. of Environmental Quality (ADEQ) requirements as well as Risk Management policies and procedures and the Administrative Rules they have established.

   3.2 **Goals**:
   Annual loss control goals and objectives will be established for accomplishing the specific loss control activities and reducing the frequency and severity of losses. Since these will be annual goals, they will be reviewed annually to evaluate what has been accomplished and to set new goals for the next year.

   3.3 **Accountability**:
   Loss control responsibilities and standards will become a part of each employee's performance planning and evaluation report to the extent that the employee plays a part in the loss control program of the Agency.

   3.4 The Loss Control Manual specific to the Arizona Pioneers' Home should be consulted for further information regarding the agency program.

1. **POLICY:**
   1.1 It is the policy of the Arizona Pioneers' Home to promulgate policies and procedures that are consistent with state personnel rules.

2. **PROVISIONS:**
   2.1 Unless otherwise provided by law, the Arizona Pioneers' Home shall not execute an employment contract with any state employee.
   2.2 Except as provided in A.R.S. Title 41, Chapter 4, Article 4 and 5, or otherwise stated in rule, these policies and procedures are applicable to covered and uncovered employees in the State Personnel System. An employee who violates or fails to comply with these rules may be disciplined or separated from state employment. Such actions involving a covered employee shall be in accordance with rules applying to covered employees.

State Holidays

- The following holidays are observed by the Pioneers' Home:
  1. New Year's Day (Jan. 1)
  2. MLK Jr./Civil Rights Day (3rd Mon. in Jan.)
  3. Presidents' Day (3rd Mon. in Feb.)
  4. Memorial Day (Last Monday in May)
  5. Independence Day (July 4th)
  6. Labor Day (1st Mon. in Sept.)
  7. Columbus Day (2nd Mon. in Oct.)
  8. Veterans Day (Nov. 11th)
  9. Thanksgiving (4th Thurs. in Nov.)
  10. Christmas (Dec. 25)
- When a holiday falls on a Saturday, it is observed on Friday. When a holiday falls on a Sunday, it is observed on Monday
- For purposes of holiday compensation, an employee will fall in one of three categories.
  1. Those who normally would work that day if it wasn't a holiday:
     An employee who is regularly scheduled to work on a day on which one of the holidays listed above is observed is entitled to be absent with pay for the number of hours regularly scheduled to work, not to exceed eight, unless required to work to maintain essential state services.
     a. Part-time employees who work one-quarter time, one-half time, or three-quarters time are entitled to a proportional amount of holiday pay. Part-time employees who work a percentage of full-time other than one-quarter time, one-half time, or three-quarters time are entitled to holiday pay at the next lower rate. An employee who works less than one-quarter time is not entitled to holiday pay.
     b. Temporary, emergency and clerical pool employees shall receive holiday pay provided they are in pay status the day before and the day after the holiday.
  2. Those not scheduled to work (i.e. the holiday falls on the employee's normally scheduled day off):
     An employee, excluding temporary, emergency, clerical pool and part-time employees, who is not scheduled to work on a day on which one of the holidays listed above is observed shall receive holiday compensation for the number of hours normally worked per day, not to exceed eight, provided the employee is not on leave without pay on the employee's work days immediately preceding or following the day on which the holiday is observed.
  3. Employees required to work:
     A full time employee who is required to work on a day on which a holiday listed above is observed shall receive both holiday compensation and one hour of pay at the current salary rate, for each hour worked. A permanent part-time employee shall receive one hour of pay at the current salary rate for each hour worked and a proportional amount of holiday pay, as described above.
- Holiday Compensation is one hour of additional pay at the current salary rate; or one hour time off with pay on an alternate work day specified by the employee's supervisor after the holiday during the pay period in which the holiday is observed, or the succeeding pay period.
- Management has the right to schedule an alternative day off, on a different day after the holiday during that pay period or the next, therefore giving the employee an alternative day off in lieu of pay for the holiday.
- If an employee works on a holiday and *later* takes sick or annual leave during the same work week, they will be paid for both the holiday and the sick or annual leave.

Mandatory Training

- The following are considered mandatory training:

  - Welcome to State Government (ADORI100)
  - Preventing Inappropriate Behavior (LAW1006)
  - Standards of Conduct for State Employees (LAW1000)
  - Diversity (LAW1005)
  - SPS Employee Handbook (SPSORI100)
  - Pioneers' Home HIPAA (PIHIP001)
  - Introduction to MAP (MAP101)
  - MAP Employee Participation (MAPEMPPART)

  It is required for an employee to complete these trainings within 6 months of an employee's hire date during work hours. Each supervisor will work with the employee's schedule to ensure they can attend these mandatory training classes.

- An employee may also be required to attend Annual Training upon hire and annually during the month of their hire anniversary.

- Other trainings required during employment at the Arizona Pioneers' Home include:

  - Department Orientation
  - Safety & Fire
  - In-Service training

Mandatory TB Testing

- TB testing is mandatory on an annual basis, and before a new employee begins employment at the Home.
- TB tests are given in March each year. There is always a day posted for the test, with a make-up day later in the month. An employee that misses both of these days must be responsible to go to the County Health Department and obtain a TB test. (Note: The Home will reimburse employees when they are charged by the County for a TB skin test or must have a chest screen to determine they are free of tuberculosis).
- If the Pioneers' Home does not have the results of an employee's TB test in hand by March 31st of the current year, the employee will be placed on Administrative Leave until they provide documentation stating they are free of tuberculosis.

	ARIZONA PIONEERS' HOME POLICY & PROCEDURE MANUAL TITLE: Employee Standards of Conduct / Children and Visitors in the Workplace	NUMBER: P6-4-120 EFFECTIVE DATE: 10/10/12

1. **POLICY:**
   1.1 It is the policy of the Arizona Pioneers' Home that employees (covered and uncovered) are paid to work rather than visit with family members, friends, etc., who might come to visit during the work day.

2. **PROCEDURE:**
   2.1 Children of employees, other family members, friends, etc., shall be permitted to briefly and infrequently contact employees in work areas. If the employee's supervisor determines that visits are extended and too frequent, so that the employee is taken away from their work duties, disciplinary action will be taken.
   2.2 A child may, with supervisor approval, accompany their parent to work if within a brief period of time (such as ½ hour) they proceed to school or elsewhere. While on site, a child must not create a disturbance or prohibit their parent from performing work duties or the approval may be withdrawn.
   2.3 All non-staff visitors should not enter resident care areas or other areas containing Protected Health Information.

This policy does not create a contract for employment between any employee and the Arizona Pioneers' Home. Nothing in this policy changes the fact that all uncovered employees of the agency are at-will employees and serve at the pleasure of the appointing authority.

	ARIZONA PIONEERS' HOME POLICY & PROCEDURE MANUAL TITLE: Industrial Injuries	NUMBER: P6-9-110 EFFECTIVE DATE: 10/10/12

1. **POLICY:**
   1.1 An employee (covered or uncovered) that complains of an injury on the job must immediately report the incident to their immediate supervisor.

2. **PURPOSE:**
   2.1 To ensure that if a compensable injury or occupational disease arises out of and during the course of an employee's employment with the Arizona Pioneers' Home, notification will be submitted to the proper department within one workday.
   2.2 Failure to report an industrial injury to Risk Management within 48 hours could result in a $10,000 fine to the agency (effective 1/1/1999).

3. **PROCEDURE:**
   3.1 Any employee sustaining an injury while at work at the Arizona Pioneers' Home must report the event immediately to their immediate supervisor if able.
   3.2 The employee will be referred immediately to outside medical providers if necessary including the use of the 911 emergency response system.
   3.3 The immediate supervisor will complete the Supervisor's Report (Report) of Industrial Injury with the assistance of the employee, if able, and report the event using the report phone numbers as it applies to the specific incident.
   3.4 A designated employee(s) will FAX the Report if a reportable incident has occurred and complete the online Risk Management Web Envision form.
   3.5 The supervisor in charge of the affected employee's department will investigate and immediately remedy any unsafe situations.
   3.6 An employee who seeks medical attention related to a work related injury or illness should have a form "102" completed by the provider's office at the initial visit and submit such to the Home's Worker's Compensation designee along with any follow up medical information regarding ongoing work restrictions.
   3.7 A record of industrial injuries shall be kept by the Home's Workers' Compensation designee for reporting to the Safety Committee.

This policy does not create a contract for employment between any employee and the Arizona Pioneers' Home. Nothing in this policy changes the fact that all uncovered employees of the agency are at-will employees and serve at the pleasure of the appointing authority.

	ARIZONA PIONEERS' HOME POLICY & PROCEDURE MANUAL TITLE: Employee Assistance Program	NUMBER: P6-4-156 EFFECTIVE DATE: 10/10/12

1. **POLICY:**
   1.1 It is the policy of the Arizona Pioneers' Home to encourage employees (covered and uncovered) to voluntarily seek assistance to treat alcohol and drug abuse.

2. **ASSISTANCE RESOURCES:**
   2.1 The Employee Assistance Program office, located in Phoenix, is available in the Phoenix metropolitan area on a volunteer basis. Employees outside of the Phoenix metropolitan area are encouraged to call the Employee Assistance Program office for referral to treatment in their area or to seek treatment covered by their respective health insurance carrier.

3. **GUIDELINES:**
   3.1 It shall be the responsibility of supervisors at every level to encourage employees to use the Employee Assistance Program office as a referral program to other behavioral health programs when deteriorating or unsatisfactory job performance may be related to substance abuse problems. A supervisor should not attempt to diagnose an employee's problems. The supervisor's role is to monitor job performance.
   3.2 The employee's use of a program to treat alcohol and drug abuse does not replace normal disciplinary procedures for unsatisfactory job performance or misconduct. The utilization of treatment shall not, in and of itself, affect job security or promotional opportunities.
   3.3 Confidentiality is an essential element of both the Employee Assistance Program and substance abuse treatment. Treatment program records will not be included with, or referenced in, any employee files.
   3.4 Employees utilizing the Employee Assistance Program, or any other substance abuse program, shall be responsible for payment for services not covered by the employee's health insurance carrier. This includes payment of appropriate deductibles and co-payment.
   3.5 An employee may schedule appointments with the Employee Assistance Program or another substance abuse program during work hours, however leave time for appointments scheduled during scheduled work shifts must be approved. If the employee requests that the purpose of the leave not be disclosed to his/her immediate supervisor, the request can be submitted to the Arizona Pioneers' Home Human Resources Office. The APH Human Resources Office will contact the Superintendent or Designee in Charge and secure authorization for leave time. The Superintendent or Designee in Charge shall maintain confidentiality regarding the reason for the leave when advising the employee's supervisor.

This policy does not create a contract for employment between any employee and the Arizona Pioneers' Home. Nothing in this policy changes the fact that all uncovered employees of the agency are at-will employees and serve at the pleasure of the appointing authority.

	ARIZONA PIONEERS' HOME POLICY & PROCEDURE MANUAL TITLE: Smoking	NUMBER: P2-1-401 EFFECTIVE DATE: 12/31/08

1. PURPOSE:

1.1 To enable State employees to work in a smoke-free environment.

2. POLICY:

2.1 It is the policy of the Arizona Pioneers' Home to prohibit smoking in any building on the premises, or within 20 feet of doors, windows or air handling units pursuant to A.R.S. 36-601.01 (Smoke-Free Arizona Act).

3. GENERAL:

3.1 Smoking is a privilege, not a right. If a supervisor allows a break during the workday, an employee may go outside to smoke in designated areas.

3.2 Smoking is not permitted in state vehicles.

3.3 Employees who violate this policy, and supervisors who fail to enforce this policy, will be subject to disciplinary action.

4. PROCEDURES:

4.1 Complaints about non-compliance with this smoking policy shall be directed to the Superintendent.

4.2 Complaints regarding non-compliance with this policy shall include the physical location of the problem, a description of the nature of the problem, persons involved, if known, the date of the incident, and the date that the complaint was written. The Superintendent shall assign the complaint for investigation, the results of which shall then be put into written form.

4.3 Grievances about smoking shall be made using the standard grievance procedure, and shall be submitted to the Superintendent.

5. PROCEDURES SPECIFIC TO THE ARIZONA PIONEERS' HOME:

5.1 Employees:

1. May smoke in a private vehicle on the premises or in back of the Activity House.
2. May leave the property to smoke, however must clock out on the time clock before leaving, and upon returning.

5.2 Residents:

1. May smoke in designated smoking areas outside of the Home's buildings.
2. Smoking is not permitted anywhere in the building, or within 20 feet of doors, windows or air handling units. Violation will be grounds for being asked to leave the Home.

Business Office

The Pioneers' Home Business Office offers many services to employees.

SIGN UP FOR LUNCH

- Anyone wanting to sign up for lunch on a day the Business Office is open must do so by 10:30 a.m. Anyone buying supper should do so by 4 p.m.
- Lunch is available for $2.00. A $20 meal ticket can be purchased, good for 10 meals.
- There is a payment receptacle in the kitchen to pay for meals when the Business Office is closed.

SERVICES AVAILABLE

- Stamps are sold in the Business Office, individually or by books.
- Items can be weighed and shipped via the post office or U.P.S.
- Notary service is available to staff and residents at no charge.
- Copies can be made at the cost of 15¢ each.
- Human Resources support is available to assist with personnel needs.
- Snacks and other items are sold in the Business Office. Proceeds benefit the Employee Recognition Fund.
- Sign ups for potlucks and other events are usually located on the reception desk in the Business Office.
- Returned magazines from the post office are often found on the counter in the Business Office on Tuesday and Wednesday. They are all free.

Janice K. Brewer
Governor

Ted Ihrman
Superintendent

ARIZONA PIONEER'S HOME
HUMAN RESOURCES DIVISION

300 South McCormick Street
Prescott, Arizona 86303
(928) 445-2181, ext. 274

I _____, have read and understand all Arizona Pioneers' Home policies and procedures, mission statement, goals and objectives, my role and rights as a temporary and non-covered employee and causes for discipline and dismissal as outlined in the employee handbook. The sections outlined in the handbook are shown below:

Arizona Pioneers' Home Mission Statement, Goals and Objectives
Resident Bill of Rights
Temporary Employee information
NC Employee information
Standards of Conduct ADOA guidelines
APH Employee Standards of Conduct/at work behavior
Abuse Prevention Program
Violence in the Workplace
Discrimination, Harassment and Retaliation
Sexual Harassment
Children and Visitors in the Workplace
Alcohol and Drug-Free Workplace
Outside employment
Employee attendance
State holidays
Meal and other breaks
Employee Assistance program
Employee Dress Code
Purchasing from Residents
Mandatory Training
Smoking policy
Political Activity
Causes for Discipline or Dismissal
Industrial Injuries
Loss Control Program
General Provisions
Mandatory Tuberculosis (TB) testing
Business Office information, services available

Signature: _____ Date: _____