

# AGENCY DIRECTIVES

## SECTION I ADMINISTRATIVE DIRECTIVES OF OAI SUPPLEMENTAL TO BOARD POLICIES

## SECTION 2 OZARK ACTION, INC. INFORMATION SERVICES POLICIES AND PROCEDURES AGREEMENT



Reviewed/Approved: 3/27/2012; 3/26/2013; 11/19/2013; 3/25/2014; 5/27/2014; 5/19/2015;  
5/17/2016; 5/23/2017  
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## TABLE OF CONTENTS

<b>SECTION I—Subsection I – XV</b>	<b>Administrative Directives</b>	<b>Pages</b>
<b>Policy Cover Page</b>		<b>Page 1</b>
<b>Table of Contents</b>		<b>Page 2 – 3</b>
<b>Memorandum</b>		<b>Page 4</b>
<b>Introduction to Administrative Directors</b>		<b>Page 5</b>
<b>Equal Opportunity Officer/Assistants and ADA information, Participant Compliant and Grievances</b>		<b>Page 6 - 7</b>
<b>Hiring of Personnel</b>		<b>Page 8 - 11</b>
<b>Employee Performance Evaluations</b>		<b>Page 12</b>
<b>Sick Leave, Annual Leave and Holidays</b>		<b>Page 13</b>
<b>Employee Work Hours, Schedules and Reporting</b>		<b>Page 14</b>
<b>Job Related Employee Training Plan</b>		<b>Page 15 - 16</b>
<b>Inclement Weather</b>		<b>Page 17 - 18</b>
<b>Confidentiality</b>		<b>Page 19</b>
<b>Public Relations/Press Relations</b>		<b>Page 20 - 21</b>
<b>Political Activity</b>		<b>Page 22</b>
<b>Executive Director Unavailability/Director In-Charge</b>		<b>Page 23</b>
<b>Workplace Violence</b>		<b>Page 24</b>
<b>Miscellaneous Agency-Wide Administrative Directives</b>		<b>Page 25 -28</b>
<b>Records retention and destruction policy</b>		<b>Page 25</b>
<b>Customer Focus</b>		
<b>References on behalf of employees or former employees</b>		
<b>Electricity to Computers</b>		
<b>Equipment Transfers</b>		
<b>Required Agency Posters &amp; Legal Postings</b>		<b>Page 26</b>
<b>Internet and Computer Programs</b>		<b>Page 27</b>
<b>Long Distance Telephone Calls</b>		
<b>Work Schedules/Travel</b>		<b>Page 28</b>
<b>OAI Social Functions/Morale-Building Activities</b>		
<b>Employee Dress</b>		
<b>Employee Payroll Advances</b>		
<b>Rights of Management</b>		
<b>Miscellaneous Central Office Administrative Directives</b>		<b>Page 29 - 31</b>
<b>Non-Specific Credit Card Procedures</b>		<b>Page 30</b>
<b>Program Specific Credit Card Procedures</b>		<b>Page 31</b>
<b>Travel Authorization/Reimbursement</b>		<b>Page 32 – 33</b>

**TABLE OF CONTENTS continued.**

**SECTION II—Subsection I – VI Information Services Policies & Procedures Agreement**

<b>Introduction/General Policy &amp; Guidelines</b>	<b>Page 34 - 35</b>
<b>Passwords</b>	<b>Page 35</b>
<b>E-mail Use and Maintenance</b>	<b>Page 36</b>
<b>Receiving Attachments</b>	
<b>Storage, Filing &amp; Maintenance</b>	
<b>Vacation Use</b>	
<b>E-Mail Lists</b>	
<b>Other Internet Use</b>	<b>Page 37</b>
<b>Social Media</b>	<b>Page 37-39</b>
<b>Personal Hardware and Software</b>	<b>Page 39</b>
<b>Data Security</b>	<b>Page 40</b>
<b>Backup Procedures</b>	<b>Page 40</b>
<b>Staffing Issues</b>	<b>Page 40-41</b>
<b>Establishing Accounts</b>	
<b>Terminating Accounts</b>	
<b>Volunteer Use</b>	
<b>Working at home and removing equipment from agency locations</b>	
<b>Training</b>	
<b>File Management</b>	<b>Page 41</b>
<b>Confidentiality</b>	<b>Page 41</b>
<b>Requests</b>	<b>Page 42</b>

**OZARK ACTION, INC.**  
**MEMORANDUM**

**TO: OAI Department Heads, Outreach Staff and Head Start Center Managers**  
**FROM: Bryan Adcock, Executive Director**  
**SUBJECT: Changes to Administrative Directives**

I have revised the Administrative Directives to align with the Policies and Procedures and to add additional clarification to the operating procedures of the agency.

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**Employees are required to read and sign annually if there are any changes to the administrative directives. Employees will be provided an acknowledgement form if there are any changes in the employee resource manual.**

**SECTION I  
ADMINISTRATIVE DIRECTIVES OF OAI  
SUPPLEMENTAL TO BOARD POLICIES**

**INTRODUCTION**

To address questions of clarity, differences in interpretation, gaps in existing policies, and questions of procedure in implementing policies, the Executive Director has established various supplemental management directives and procedural policies in this Handbook. These are supplemental to Board of Directors policies for personnel, equal opportunity/affirmative action and procurement that are reviewed annually and updated as needed.

These directives/policies as updated from time to time shall be maintained in this Handbook in all OAI facilities and Central Office Departments. The Handbook addresses the following fifteen subsections:

1. **Equal Opportunity Officer/Assistants and ADA information, Participant Complaint and Grievances.**
2. **Hiring of Personnel**
3. **Employee Performance Evaluations**
4. **Sick Leave, Annual Leave and Holidays**
5. **Employee Work Hours, Schedules, and Reporting**
6. **Job Related Employee Training Plan**
7. **Inclement Weather**
8. **Confidentiality**
9. **Public Relations/Press Relations**
10. **Political Activity**
11. **Executive Director Unavailability/Director In-Charge**
12. **Workplace Violence**
13. **Miscellaneous Agency-Wide Administrative Directives**
14. **Miscellaneous Central Office Administrative Directives**
15. **Travel Authorization/Reimbursement (Revised 4/98; 7/01; 4/15/2002-7/01/06)**

**(All Management Directives are reviewed annually)**

**Subsection I. EEO/Accessibility of Facilities/Participant Complaint or Grievance**

**EQUAL EMPLOYMENT OPPORTUNITY OFFICER AND ASSISTANTS/  
ACCESSIBILITY OF OZARK ACTION FACILITIES/PARTICIPANT COMPLAINT  
OR GRIEVANCES:**

Equal Employment Opportunity Officer is Sheryl Roberts, who also serves in the capacity of Corporate Services Director. EEO Assistants are, Ruthie Lee, Support Services & Safety Assistant; ***Kelsey Tooley, Floater; Jennifer Wake, Receptionist;*** Karlene Carson Head Start Staff ***Development*** Coordinator and Cindy Cowens, Workforce Development Case Manager. **3/27/2012; 5/17/2016;5/23/2017**

If Sheryl Roberts is not available, one of the Assistants should be contacted for EEO concerns. For staff who report to Sheryl Roberts who encounter EEO concerns, they should address these, first, through Cindy Cowens, or secondly, through the Executive Director.

OAI's Equal Employment Opportunity and Affirmative Action Plan prohibits any form of discrimination because of sex, race, religion, color, national origin, disability, political affiliation, age or beliefs. Harassment concerns (sexual or otherwise) related to this EEO statement, whether real or perceived (and whether concerning co-workers, supervisors and/or participants of OAI) are EEO-related and shall be dealt with through the EEO Officer.

All employee grievances that are not EEO-related are to be addressed through the OAI grievance procedure outlined in Personnel Policy.

OAI employees are cautioned that the management of OAI is to avoid any semblance of discrimination or harassment and will exercise full and strict disciplinary action, up to and including termination.

In addition to OAI's Non-Discrimination Policy, employees are expected to be fully familiar with OAI Personnel Policy Section III, (D) (10 and 12) which address sexual harassment and romantic involvement. The romantic involvement policy extends to participants and others who do business with OAI who might be able to claim a liability against OAI if other than a professional conduct relationship occurs that might influence their ability to gain or retain services.

It is the responsibility of management to guard against legal liability of OAI as it regards to EEO issues. It is the position of the Executive Director that any documented behavior by any employee that might jeopardize the programs or financial resources of OAI will not be tolerated and that inappropriate actions will be dealt with using the highest level of disciplinary action that can be brought to bear on each specific infringement of professional conduct.

**ACCESSIBILITY OF OZARK ACTION FACILITIES:** To insure compliance with the Title II of the Americans with Disabilities Act and Section 504 of the Rehabilitation Act of 1973, as amended, Ozark Action, Inc. will make accommodation for any individual that, because of illness or disability, is unable to make application for services at an OAI facility. This will be accomplished by setting an appointment either at the applicant's home or other mutually agreed upon place of convenience. The application process will include intake and any subsequent assessment needed for the purpose of determining eligibility for participation in any and all OAI programs. **(Moved from Miscellaneous Section #13 of Administrative Directives to this location) (07/01/06; Reviewed Annually)**

**Subsection I. Continued.**

**COMPLAINT AND GRIEVANCE PROCESS:**

Employees of Ozark Action, Inc. refer to Section 9 of the Employee Resource Manual for Employee Grievances and adverse action forms and procedures.

Clients, Volunteers, Participants, Families and Owners refer to Section # 9 of the Employee Resource Manual. This policy is located behind the employee policy for grievances and adverse action. For circumstances when a program client, volunteer, participant, family or owner as defined by the specific program files a complaint or grievance that is program specific, staff are directed to forward this issue to the Program Director who supervises that program immediately upon receiving the complaint. The Program Director will then attempt to address and resolve the participant complaint or grievance. If the program participant does not believe the issue is resolved, then the Program Director will explain the funding source guidelines and the process for filing an official complaint as is written within the funding source guidelines. In the absence of the Program Director the call should be forwarded to the Executive Director, who will follow the same process as indicated above. If both individuals are unavailable, the staff should obtain a valid phone number and provide this to the Program Director immediately upon their return. For Specific Program Guidelines and the process to follow see Section #9 in the Employee Resource Manual, which explains in detail, how a complaint and grievance is to be handled according to agency policies and procedures.

**(Revised 4/15/2002-07/01/06-07/26/06)**

## **Subsection II: HIRING OF PERSONNEL/AGENCY VOLUNTEERS**

**AGENCY PERSONNEL:** Recruitment and Selection of Personnel (Section II of OAI Personnel Policies) shall be followed, together with Equal Employment Opportunity/Affirmative Action Policies and plans. Head Start must follow Head Start performance standards with OAI policy supplemental to it.

- A. When position descriptions are combined to redefine duties for the purposes of downsizing or due to a vacancy, appropriate staff will give consideration to current departmental staff that are suitable to perform the duties of the position to fill the vacancy or move staff around within the department based on the need of qualified staff and funding availability.
- B. A Personnel Requisition Form must be received in the Corporate Services office, which must be completed and signed by appropriate supervisory personnel, the Program Director and the Executive Director prior to the posting of a position. A current job description, if different from vacated position for any new position must accompany this form.

Following are the steps to follow for the Personnel Requisition Form:

1. Personnel Requisition form must be completed and signed by appropriate supervisory staff, the Program Director, the Executive Director and then forwarded to the Corporate Services office for posting. The requisition should have all the applicable information concerning the position that will be posted.
2. The Corporate Services office will then post the position as per the requisition form. The position requirements and the closing date must all be included.
  - a. Internal only posting—this would be just current employees only. This should be posted for a minimum of three days except for Head Start, which requires five days.
  - b. Internal and External—this would be for all applications and current employees up to the closing date and time. This should be posted for a minimum of three days except for Head Start, which requires five days.
3. Once the position has closed. The Corporate Services office will pull and copy the applications for the appropriate supervisor to screen. The screening process will include the review of all applications pulled for the position. The applicant must meet the requirements for education and experience as specified in the position description and the position posting.
4. Once the applications have been properly screened and applicants selected for interview. Interviews will be set. It is recommended to interview more than one applicant and have more than the interviewer and the interviewee involved in the process.



## **Subsection II: Continued.**

5. Prior to the interview, a standard set of questions tailored to the position will be developed. These questions will be covered, documented in writing for all interviews conducted and provided to the Corporate Services office for retention for a period of one year. Interviews will be conducted by the immediate supervisor, and may involve others if required by funding sources or if desired by the Department Director. Interview questions pertinent to the knowledge, skills and abilities required in the position will be designed by the interviewing staff (and reviewed by the Executive Director in advance of scheduled interviews). The following baseline questions will be covered in all interviews:
  - What makes you interested in going to work for an agency like Ozark Action?
  - What is your understanding of OAI's Mission and the Department's Mission?
  - What does the concept "client confidentiality" mean to you?
  - Give me an example of some previous experience you have had in working with a person or family who had significant economic or personal barriers to independence and self-sufficiency. What was the result of your effort?
6. Once the interviews are completed, again ensure that the applicant is fully qualified as per the position description. The selection committee should then discuss the interviewees and make their selection of whom would be most suitable for the position as a 1st, 2nd, and 3rd choice. At this point the packet should be forwarded to the Corporate Services office or for Head Start the person selected to do reference checks.
7. Reference checks must be completed on final candidates by the corporate services office. For Head Start staff candidates, the Staff **Development** Coordinator may check references in the absence of the corporate services office. If desired, the immediate supervisor or program director may be present during contacts for reference checks.
8. Once the appropriate staff has completed the reference checks, the immediate supervisor or program director should review the reference checks and take into consideration all information provided concerning the applicant.
9. The immediate supervisor or program director must then make a request to hire based on the applicant's qualifications and reference checks. The appropriate staff will forward this request and all applicable information to the next line of supervision, which will then forward this information to the Executive Director. Consultation with the Executive Director must occur before making an offer above the minimum in the advertised position job classification range. The Executive Director must approve all hiring in advance of an offer. Once all signatures have been documented, the request will be given to the Corporate Services department.

## Subsection II. Continued.

10. The corporate services department will then review the material, contact the applicant and make a **conditional employment** offer. ***The background screening appointment process will be scheduled with applicant. The process includes scheduling applicant for background screening (worker registry form, fingerprinting process, drug screen appointment, initial physical, TB assessment/TB shot appointment). Once all verifications have been received, supervisor/director will be notified of a pass/fail outcome. If applicant passes screening, applicant will be contacted and new hire process will begin. If applicant fails screening or questions arose during screening, supervisor/directors will be notified, documentation reviewed, decision made about applicant position (initial offer could be rescinded or changed), applicant will be contacted at this point, if the offer is accepted, a start date and orientation date will be made for the new employee.*** The supervisor, program director and Corporate Services will all be notified of the new hire, start date and orientation date. New employees will begin their first date of employment as an orientation day, which will be conducted at the central office in West Plains. OAI Board 5/23/2017; PC 9/2017

***NOTE: Not all funding sources require an extensive background screening.***

11. Applications (internal and external) filed after the closing date of posting may be considered if necessary to obtain the best candidates for a position, however, OAI is not obligated to consider any application after the date of closing.
12. OAI reserves the right to require a drug test of all final candidates for any position.

### **Agency Volunteers (Head Start Specific):**

Parent and Community individual may from time to time volunteer to be a part of a Head Start Activity. This is typically a one or two-day event or a parent meeting, father dinner etc. and the volunteer is usually, related to a child in the center or is a community representative. These individuals will sign in on the Head Start Sign-in form and will be assigned a responsibility by the staff leading the event. The staff person leading the event will monitor and supervise the volunteer's activities during the event. Every **parent volunteer must complete the PI/V-4 HEAD START PARENT INVOLVEMENT SURVEY. Community Volunteers must complete the PI/V-3 Community Volunteer Data Sheet.**

If a person is interested in being a regular volunteer (defined as 4-hours or more per week) A regular volunteer is required to complete the PI/V-2 OAI Head Start Regular Center Volunteer Application. This survey provides the basic information necessary to begin recruiting, screening and identifying how to best utilize those individuals interested in the Head Start Experience. This form request additional information beyond that of the PI/V-4 which includes: References, the Child-Care and Elder-Care Worker Registration.

Head Start program also has a Certified Volunteer program. This program provides interested Head Start Parents and Community Volunteers the opportunity to obtain child care experience through on-the-job training in the Head Start Center and through attendance at In-Service workshops and other community workshops as available. These individuals must complete the entire Certification process in order to be utilized in the Certified Volunteer capacity.

All of these applications and surveys can be obtained from the Employee resource manual and or at the Head Start Center nearest you.

## **Subsection II. Continued.**

### **Other Agency Volunteers:**

Often times a program will recruit the assistance of non-Ozark Action paid personnel to carry out or deliver a program or program activity. (Example-guest speakers, technical support, presentations, one –time helper at an activity or event, etc...) in these case the volunteer should be approved by the program director prior to becoming involved in that activity or event. In the case the program requires several days of assistance or multiple weeks of assistance, the volunteer should provide basic background information to the program director which will need to be approved by the program director and forwarded to the Executive Director for approval. The Program Director and /or Executive Director reserves the right to approve or disapprove any individual.

Volunteers are required to sign in on a volunteer sign-in sheet and sign a copy of the agency Confidentiality Agreement. These forms will be maintained by the program (Director). This information will be reported to the finance department quarterly for tracking purpose. Information that will need to be reported includes the time and date of the volunteer service, total number of hours and the estimated value of the volunteer time. **Revised 4/15/2002- 7/01/06)**

### **Subsection III. EMPLOYEE PERFORMANCE EVALUATIONS**

The following expectations and procedures are additional to those set forth in OAI Personnel Policies, Section IV.

- A. Supervisors are responsible to provide consistent feedback to their employees, recognizing employee strengths and achievements that are above expectations, and identifying performance problems when they occur, through verbal counseling and clarifying expectations, and, as necessary, through special evaluations.
- B. Corporate Services staff may provide evaluation forms to all supervisory staff through the Program Director or other designated staff. Supervisors should be aware of when evaluations are due and are responsible to conduct evaluations with or without notice of the Corporate Services department by the date due.
- C. For new staff, two weeks prior to the end of their 90-day orientation period an evaluation will be completed as stated in OAI policy. No employee will be retained if performance requirements are not met or exceeded at the end of orientation, which may be extended for up to 90 additional days, per policy and must be documented through appropriate management signatures and filed with the Corporate Services office.
- D. For all other instances, the supervisor may choose to do more frequent evaluations based on necessity and requirements within an employment position.
- E. Supervisors are required to provide opportunity for employee feedback and comment to evaluations, formal and informal.
- F. Each employee shall be provided a copy of the results of each written performance review upon completion by the Corporate Services office. If any changes occur as a result of supervisory review, an amended copy shall be provided to the employee by the Corporate Services office.
- G. Evaluations are to be turned in to the Program Director and subsequently to the Executive Director on a timely basis. The Executive Director expects to receive all evaluations for review as soon as possible. Upon final review the Executive Director will forward the approved evaluations to the Corporate Services office.

Though recognition through wage increase is one valuable measurement of recognition and performance, wage increases are not always possible and provide only one means of recognition. Supervisors are expected to provide continuing feedback and methods of individual staff recognition that are not monetary. **(Revised 4/15/2002- 7/01/06)**

#### **Subsection IV. SICK LEAVE, ANNUAL LEAVE AND HOLIDAYS**

**SICK LEAVE:** Personnel Policy VI-B and VI-E address sick leave and the Family Medical Leave Act

- A. Sick leave is not to be taken before earned and documented per OAI policies and is a benefit granted by the agency that is to be used judiciously. It is not to be taken just because it has been accrued and the employee's supervisor has the duty, responsibility and authority to approve and, if deemed necessary, require a physician's certificate for authorizing sick leave benefit.
- B. Provision has been made for sick leave, when members (spouse, child, parent) of the employee's family are ill, and is expected to be used judiciously.
- C. Other provisions applicable under the Family Medical Leave Act are specified under Personnel Policy VI-E.
- D. The Executive Director, Program Director and Corporate Services staff will monitor usage of sick leave.

**ANNUAL LEAVE:** Personnel Policy VI-D-D delineates annual leave policy. It is the current philosophy of management that annual leave benefits be utilized to allow employees needed time away from their job responsibilities and to promote increased effectiveness while performing job functions.

- A. Supervisors and Program Directors are expected to encourage and support use of earned annual leave, and to provide for adequate work coverage to allow participants access to OAI programs during each employee's annual leave periods.
- B. The Executive Director, Program Director and Corporate Services staff will monitor usage and non-usage of annual leave.
- C. Financial Department staffs are requested to take two consecutive weeks of annual leave each year. Allowance may be made to combine training and various forms of leave (funeral leave and/or sick leave) with annual leave for this two-week period at the supervisor's discretion. This is deemed necessary to increase internal financial control measures.

**HOLIDAYS:** For clarification see OAI Personnel Policies Section VI (G) (4) (f). Revised 3/26/2002. (Revised 7/1/06) **(Revised 6/98; 4/15/2002-7/01/06)**

**Subsection V. EMPLOYEE WORK HOURS, SCHEDULES, AND REPORTING**  
**Personnel Policy V, C and D specify employee work hours, absence and overtime policy.**

- A. Normal hours are from 8:00 a.m. to 4:30 p.m., Monday through **Thursday and 8:00 a.m. to 12:00 p.m. on Friday**, unless otherwise specified. Punctuality of all staff is required. Likewise, those employees who are scheduled to work a 4-day (Monday-Thursday) workweek are required to keep their scheduled work hours on a standard and punctual basis.

Under conditions where the Department's workload demands it, supervisors may authorize variations to the established work hours as specified in OAI Personnel Policy, Section V (C).

- B. Overtime is not allowed without prior authorization of the Program Director and Executive Director. Management is responsible for ensuring employees report to work on time and stop work on time.
- C. No normal work hours in any Department may be changed without prior approval of the Executive Director, which shall be documented and retained by Corporate Services. Any changes from normal work hours must demonstrate greater staff efficiency and greater client service. No staff is entitled to a particular set of hours unless their job description so states that.
- D. All staff are expected to work for the full number of hours for which they are paid. All staff must record accurate timesheets. Pay will be calculated to the nearest quarter hour each work session. Extra-ordinary visiting within offices, in hallways, in break rooms or long lunches outside the building are not permissible.
- E. Typically, staff will not to be allowed to skip lunches in order to put in a shorter workday or workweek.
- F. Employees who are unable to report for work or unable to report for a full day must inform the immediate supervisor prior to their scheduled reporting time. If the immediate supervisor cannot be contacted, the employee is to notify the supervisor's immediate supervisor. If supervisory staff cannot be contacted, the employee may leave a message with Corporate Services Department support staff or the OAI receptionist who will take a telephone number of how the person can be reached.
- G. When staff attends meetings and conferences paid by OAI they are expected to attend and participate fully in those sessions at the hours established (exclusive of social events which are at the discretion of each employee). If meals are provided within the Conference/Meeting costs to OAI for social events, these will be considered in the per diem allowance for the trip. If employees have prior agreement with their Department head/supervisor to attend part of the meeting because of other work assignments, this is acceptable. If employees leave prior to the closure of the meeting/conference, this should be based on prior consultation with the Department head/supervisor and work time must be recorded accurately on the time sheet and travel forms.
- (Revised April 1998; 4/15/2002; 7/1/2006**

## **Subsection VI. JOB RELATED EMPLOYEE TRAINING PLAN**

### **Purpose**

Development of a training plan that would provide employees the opportunity to be better educated and provides the agency with a more highly skilled workforce.

### **Policy**

The agency will provide job related employee training for employees to attend courses, trainings or seminars related to their current jobs, in accordance with the following guidelines.

#### **A. Eligibility**

- All regular full-time employees are eligible for job related employee training.

#### **B. Types of courses**

1. Infrequent seminars, training sessions or courses that are job related employee training which an employee's supervisor determines relate to the employee's current or potential work assignments.
2. Undergraduate and graduate courses offered through accredited colleges, Universities, and technical schools if an employee's supervisor determines the courses relate to the employee's current or potential work assignments.
3. Courses that are part of an approved degree-related program in which the employee has matriculated if an employee's supervisor determines the program relates to the employee's current or potential work assignments.
4. Courses that are not available locally or for which the employee has a schedule conflict may be taken on a correspondence or home study basis; such courses must be work related or an approved degree program and will be considered on a case-by-case basis. These courses will need approval from the Program Director and the Executive Director.

Employees interested in participating in job related employee training should submit requests in writing to their supervisor.

Employees interested in participating in job related employee training not covered by these policies should submit requests in writing to their supervisor and these will be reviewed on a case-by-case basis.

#### **C. Scheduling of courses**

1. Employees may attend job related employee training as approved in advance. This will be reviewed on a case-by-case basis.

**Subsection VI. Continued.**

**D. Amount of reimbursement**

1. If applicable, other sources of assistance should be sought prior to receiving job related employee training for courses that are an approved degree-related program. For all other requests, employees should follow agency procurement policies.
2. The employee's supervisor will assess the available dollars within the department's budget for job related employee training. Tuition, registration or seminar fees, lab fees, and cost of books will be reviewed on an individual basis. All reimbursements will be based on current needs of the agency and based on the agencies need for the employee to continue education in order to meet job oriented results. (5/19/2015) Supervisors will consult with the Executive Director as to the availability of funds prior to approval training and degree related programs.
3. Employees who receive other forms of financial aid, such as scholarships, grants, and military benefits, will be reimbursed only for the difference between reimbursable expenses and the aid received from elsewhere, times the applicable percentages above.

**E. Tax considerations**

The agency will comply with all federal, state and local tax laws.

**F. Approval**

1. For infrequent seminar or course job related employee training, the employee will request approval from their immediate supervisor and program director. The Executive director and the Corporate Services office will also receive a copy of approved training that employees have attended. The Executive Director and the Corporate Services office will receive a quarterly report of training for the employee's personnel training file. The Corporate Services office will also receive a copy of the completed training certificate for the employee's file.
2. For approved degree related training programs an employee must submit a request in writing to their immediate supervisor and program director. The immediate supervisor and program director will review the request on a case-by-case basis to determine if the request meets the requirements of job related employee training and for funding availability. If approved by the immediate supervisor and program director, the request will be forwarded to the Executive Director for final approval. Once approved the Corporate Services office will receive a copy of the approval for the employee's file. All requests will be reviewed on a case-by-case basis. For these programs a written request must be submitted at least annually for a continuous program.

**(6/01; 4/15/2002-7/01/06)**



## **Subsection VII. INCLEMENT WEATHER**

Ozark Action, Inc. is concerned about the safety of its employees, coupled with a concern that those who seek help are able to receive it during in climate weather. The following internal directives will apply during in climate weather days:

- A. Use of “liberal annual leave” will be in effect in all locations if and when employees feel a risk to their safety in traveling to and from work.
  - Employees are expected to call their supervisor or the Central Office prior to their reporting time, as per policy.
  - Head Start will follow established practice in reporting as per school closings in their area, with Central Staff to follow Central Office reporting requirements.
  - Outreach Office staff will use their judgment in opening their office (s) based on local weather conditions and will notify the Central Office Outreach Department. In this instance, with the approval of their program director, employees may work at the nearest outreach office in lieu of using annual leave.
- B. If travel in West Plains is impossible, the Executive Director will provide local radio announcement of complete closing on KWPM-FM and KDY West Plains radio stations, starting at 6:30 a.m. Employees are expected to be aware of this method of contact and be attuned to its use.
- C. Management of each Department is expected to have a standard procedure for telephone notification to Department employees in case of emergency or in climate weather. Employees are required to provide their supervisors with an up-to-date telephone contact number at home.
- D. An up-to-date home phone number is required to be provided to Corporate Services staff, as well.

Employees are expected to consider client/participant emergency needs as they make their decisions about reporting. Generally, in climate weather breeds emergencies that impact those who are ill and who have little or no resources for those emergencies. Employees need to ensure, when possible for appointments that are scheduled, that the client has provided a good telephone or message number in case the need to contact them arises. If it does not endanger employee safety, employees need to keep this in mind in their decisions about reporting to work.

## **Subsection VII. Continued.**

### **Process for leave during in climate weather:**

1. If building or facility closes early, staff will be given the option of staying until close of business or taking annual leave for the remainder of day. (This means that a supervisor would also have to remain to close-up building or facility); or
2. If the building or facility does not open at all—this will be annual leave or leave without pay.
3. If the building or facility is open and the employee does not work that day—this will be annual leave or leave without pay.
4. If the building or facility is open and then closed within the first 6 hours of business—staff will take annual leave or leave without pay for the remainder of the day.
5. If the building or facility is open and then closed within the last 2 (4 hours for 10-hour staff) of business (regular business is 8:00-4:30)—staff will be paid for the remainder of the day. If the employee leaves prior to the announcement of closing, they will be required to take annual or leave without pay.
6. If in all other instances that an employee arrives at the facility and determines in their opinion that for their safety in returning home they need to leave, this will be considered annual leave or leave without pay for the remainder of the day.
7. This would not apply if an employee is on scheduled leave for the day, that leave will not be reduced because the office closed 2 hours early, they will still need to utilize the total work day for leave requested.

**(Revised 4/15/2002-7/01/06 -7/01/2010)**

## **Subsection VIII. CONFIDENTIALITY**

OAI policy on confidentiality is addressed in Personnel Policy Section III-D-1. The Code of Ethics for Community Action Agency professionals and program-specific Confidentiality Policy are supplemental.

- A. Disclosure of client/participant information may not be made without specific written and dated consent of the participant for release of information. Information regarding applicant/participant status may not be released to any individual, including OAI volunteers, except in the performance of authorized, official duties. Any uncertainty of the above policy shall be addressed through the Program Director and/or Executive Director.
- B. Participant information contained within the common data system developed and set forth within the Missouri Works system will be shared under Missouri state agency policy for disclosure.
- C. Information between OAI programs will be transferred as deemed necessary to establish eligibility and/or to facilitate case management/program services, under the supervision of Program Directors and the Executive Director.
- D. Confidential information is not to be discussed in break rooms, hallways, the lobby, or any other public area.
- E. OAI shall provide adequate privacy for interviewing of participants through use of private offices or designated interview rooms.
- F. Participant records shall be secured in locked file cabinets or in locked offices.
- G. Each Department shall maintain a filing system that permits convenient retrieval and sign out of a record to custody of an authorized employee.
- H. Access to personnel records is restricted to the employee, the employee's supervisor, Corporate Services staff, funding source monitors and auditors. All other instances must be made by written request for access to personnel records for approval by the Executive Director and then forwarded to the Corporate Services Director.
- I. Access to employee medical records is restricted to the personnel records custodian and to supervisory staff whose "need to know" reason (s) are fully documented and approved in writing by the Executive Director and forwarded to the Corporate Services Director.
- J. Participant and/or employee records will be released upon legal subpoena or for legal defense of OAI to its corporate attorney.
- K. Record retention for employees and or program participants will be in compliance with funding source rules, the State Secretary of State of Missouri and Federal Law. The agency will utilize the most restrictive of these as the guide for record retention.
- L. Breach of confidentiality policy is cause for immediate dismissal from employment by OAI.
- M. HIPPA rules and regulations may apply to records maintained by Ozark Action, Inc.
- N. Marketplace Privacy Notice rules apply to all consumers' personal identification information (PII) for purposes of assisting consumers with navigating the marketplace and providing resources that will fulfill OAI's mission.

11/19/2013

**(Revised 7/01/06)**

## **Subsection IX. PUBLIC RELATIONS/MEDIA RELATIONS**

A coordinated communications strategy is essential to a public understanding of OAI's mission and purpose in the community. Within Personnel Policy III-D-2 the following directives and procedures will apply:

### **GENERAL POLICIES**

- A. All media communications will include reference to the program's relationship to OAI and to the mission of helping people achieve self-sufficiency.

***Social Media communications must follow agency policies and procedures as specified in the Administrative Directives , Section II, Subsection V. OAI Board 5/23/2017; PC 9/2017***

- B. Communications will seek to inspire confidence and support of the efforts of OAI programs and its local staff and volunteers.
- C. The Executive Director shall be informed of all planned and actual public relations efforts and shall provide prior approval of any and all funds expended for such efforts.
- D. Staff are encouraged to volunteer in local civic and community volunteer efforts, congruent with a positive positioning of OAI in working for the betterment of our communities. Staff may not be involved in political activities prohibited in the Hatch Act. Staff are advised to utilize good judgment about involvement in activities that are controversial, in conflict with values of OAI or that might reflect negatively on the public image of OAI.
- E. All agency correspondence will be on agency letterhead or include reference to OAI.
- F. Any activity or correspondence by OAI will follow the agency OAI Equal Opportunity Employer/Affirmative Action Plan per funding source requirements.

### **PRESS/RADIO RELEASES**

- A. Agency-wide announcements and information, including feature stories, are to be released through the Executive Office.
- B. With prior Executive Director approval, routine announcements and information regarding ongoing programs may be released under the direction of the Program Director through designated Department staff. A final copy of the media release will be provided to the Executive Director upon disbursement to the media. Routine announcements include availability of programs, program start dates, special events/open houses, etc. Where there is question as to how the communication impacts OAI, the Program Director will consult with the Executive Director.
- C. Within outlying service areas, the Program Director shall be informed of all public relations/communications activities in the community. Program Directors are required to keep the Executive Director informed of all such activities.

## **Subsection IX. Continued.**

### **QUESTIONS INITIATED BY THE MEDIA**

The Executive Director and/or Board President will make all official agency announcements and responses to issues initiated by the media. In cases where a member of the media contacts an individual staff member for information about OAI, they will be directed to the Executive Director.

- A. On a situation-specific basis, the Executive Director may authorize a Program Director or other designated staff to address media questions surrounding specific issues.
- B. Program Directors are authorized to respond to media questions on routine, on-going program matters. They shall immediately advise the Executive Director of the nature of the contact.

### **PUBLIC SPEAKING PRESENTATIONS**

- A. Through the Executive Director and designated staff assigned to OAI's overall public relations effort, civic and community presentations will be actively sought out. Presentations will generally be the responsibility of the Executive Office. As is practical, OAI volunteers and locally assigned OAI staff will be asked to assist in delivery of presentations.
- B. Program Directors are encouraged to seek out and/or accept speaking requests, which advance an understanding of their programs as these opportunities arise. Such presentations are required to present an overall linkage with other OAI programs and overall mission, though they may emphasize specific programs. The Executive Director shall be informed at the time such engagements are scheduled.
- C. Program staff that have received a request to facilitate a public presentation of OAI program information are required to coordinate these with the Executive Director and the appropriate Program Director. Outside of West Plains, Outreach staff, Workforce Investment staff and Head Start Center Managers are authorized to accept public speaking engagements under these requirements after approval of the Program Director. Within West Plains, all public speaking engagements are to have prior approval from the Executive Director.
- D. Program staff will be required to have the Executive Director approval, through the Program Director, prior to seeking out public speaking engagements.

**(Revised 4/15/2002)**

### **Subsection X. POLITICAL ACTIVITY**

Personnel Policy II-C-4 addresses political partisanship. Political partisanship activities are prohibited for federal employees by the United States Code, Chapter 15, Title 5 (also commonly known as the Hatch Act). Certain other statutes make Hatch Act provisions applicable to other categories of individuals, e.g., persons employed by private, non-profit organizations that plan, develop and coordinate Head Start and certain other types of Federal assistance.

### **PROHIBITED ACTIVITIES**

Generally, employees of federally/funded programs are prohibited from engaging in any political activity while at work or while engaging in any performance of their duties. Specifically, employees may not:

- Be a candidate for public office in a partisan election
- Use official authority or influence to interfere with or affect the results of an election or nomination
- Directly or indirectly coerce contributions from subordinates in support of a political party of candidate.

### **PERMISSIBLE ACTIVITIES**

Generally, employees of federally/funded programs are free to engage in political activities to the widest extent possible consistent with the restrictions imposed by Chapter 15, Title 5 USC during non-working hours. Specifically, any employee may:

- Run for public office in nonpartisan elections
- Campaign for and hold office in political clubs and organizations
- Actively campaign for candidates for public office in partisan and nonpartisan elections
- Contribute money to political organizations and attend political fundraising functions.

Additional questions concerning what is or is not permitted political activity should be directed to OAI staff responsible for the personnel function.

### **LETTERS REGARDING POSITIONS ON PROGRAMS AND ISSUES:**

Any requests for letters advocating a particular position must be provided to the Executive Director for consideration. No mail campaigns involving OAI staff or clients/customers are permitted without prior consultation with the Executive Director. No employee, in exercising personal rights to correspond with legislators, is to use agency stationary.

**(Revised 1/99; 4/15/2002)**

## **Subsection XI. EXECUTIVE DIRECTOR INAVAILABILITY/DIRECTOR IN-CHARGE**

The Executive Director will adhere to Work Schedule/Travel Policies specified for all OAI employees. A place of telephone contact will be provided with the Corporate Services Director (and through her) for access among Program Directors and other Managers. During routine business engagements of up to 16 hours, accessibility of the Executive Director will be handled as follows:

- A. The Corporate Services Director who will indicate when the Executive Director will be available to handle telephone calls and visitors.
  - As appropriate, the Corporate Services Director will refer calls to the relevant Program Director/Manager to address and to report nature of call to Executive Director if needed for later follow-up.
  - If individuals need to speak personally to the Executive Director, the Corporate Services Director will determine the urgency of the call (upon return or while out-of-town) and will relay this information to the Executive Director in written telephone message if it can wait until return, or by telephone, if it appears to need to be expedited during the absence.
- B. The Executive Director is expected to check in for messages that require immediate, personal response at least once in a 24-hour period.
- C. For purchase orders that require immediate handling, the appropriate program director is designated to authorize purchases if the Executive Director is not available, with the Executive Director to review and initial acceptance upon return.
- D. During the Executive Director absence, complaints will be directed, first, to the appropriate Program Director/Manager, and secondly (as deemed necessary) to the Corporate Services Director who will inform the Executive Director as soon as possible.

**(Revised 4/15/2002-7/01/06; 7/01/2012)**

## **Subsection XII. WORKPLACE VIOLENCE PREVENTION**

In conjunction with OAI Personnel Policy I-E, the following administrative procedures are established to promote a safe work environment.

- A. All threats of (or actual) violence, both direct and indirect, should be reported as soon as possible to your immediate supervisor or any other member of management. This includes threats by employees, as well as threats by customers, vendors, solicitors, or other members of the public. When reporting a threat of violence, you should be as specific and detailed as possible.
- B. All suspicious individuals or activities should also be reported as soon as possible to a supervisor. Do not place yourself in peril. If you see or hear a commotion or disturbance near your workstation, do not try to intercede or see what is happening.
- C. OAI will promptly and thoroughly investigate all reports of threats of (or actual) violence and of suspicious individuals or activities. The identity of the individual making a report will be protected as much as is practical. A perpetrator may alternately be reported to the local law enforcement agency and a complaint filed by the employee threatened.
- D. OAI encourages employees to bring their disputes or differences with other employees to the attention of their supervisors or the Corporate Services Director before the situation escalates into potential violence. OAI will assist in the resolution of employee disputes and will not discipline employees for raising such concerns.

**(Revised 4/98-7/01/06)**



**Subsection XIII. MISCELLANEOUS AGENCY-WIDE MANAGEMENT DIRECTIVES**

**(Applicable to all OAI Staff)**

**RECORDS RETENTION AND DESTRUCTION POLICY**

The agency will comply with federal, state, and local laws as well as funding source requirements governing records retention. The agency maintains employee record information as well as contract and grants funding information and is subject to retention requirements and destruction policies.

Program Directors are required to ensure that all record retention and destruction policies are strictly adhered to in order to be in compliance with all funding sources and applicable federal, state and local laws.

Directors will ensure that the fiscal director, executive director and corporate services director are updated annually as to their program retention and destruction schedules. Any prior approvals from funding sources is documented in the corporate files prior to the destruction of files, electronic media, etc. and that a listing of years destroyed, including how it was destroyed, date completed and by whom. 3/26/2013

The above statement concerning the Records Retention and Destruction Policy will be located in the OAI Personnel Policies Section I, Subsection J. The complete policy and Appendix A (Record Retention Schedule) will be in the Employee Resource Manual under tab 7 and will be re-titled Records Retention and Destruction Policy/Appendix A—Record Retention Schedule. 5/27/2014

**CUSTOMER FOCUS:** All staff are responsible to provide a responsive, friendly and welcoming attitude and helpful, timely response in providing service. Employees who are not available at the time of incoming phone calls are expected to return each phone call within 24 hours. If a staff member will be unavailable for longer than 24 hours, another staff member of the Department is to address the call to the extent possible. Each Department is to provide for continuing, standard procedures to address this.

**REFERENCES ON BEHALF OF EMPLOYEES OR FORMER EMPLOYEES:**

Employment references on behalf of employees or former employees may be provided only by staff responsible for the personnel function, unless otherwise approved by the Executive Director. If individual references are written for such individuals, these shall not be on official stationery of the agency nor construed to represent OAI.

**ELECTRICITY TO COMPUTERS:** Each person operating a personal computer is responsible to turn off their computers. If PC's are shared among staff, the Department shall designate a staff person to assume responsibility.

**EQUIPMENT TRANSFERS:** No equipment that is on inventory (value of \$1,000.00 or more) is to be moved, either from office to office or between OAI locations without the prior completion of the equipment transfer form. Transfer forms must be submitted to the appropriate Program Director and forwarded to the Corporate Services Director for approval prior to moving. The OAI Board of Directors procurement policies require additional board action prior to disposal of any equipment that is on inventory. Items under the \$1,000 amount must have prior approval from the Program Director before being moved from office to office and the same equipment transfer form should also be submitted to the Corporate Services Director.

### **Subsection XIII. Continued.**

**REQUIRED AGENCY POSTERS AND LEGAL POSTINGS:** The OAI employee responsible for each OAI facility is responsible to ensure that the following legally required information notices are publicly posted on a continuous basis:

- Mission, Vision and Value Statements;
- Job Safety and Health, It's the Law (OSHA poster must be 11X14);
- Federal and Missouri Labor Law and Minimum Wage Posters;
- Employee rights for Workers with disabilities paid at special minimum wages;
- Employee rights on government contracts;
- Your civil rights are protected;
- Complaint and grievance procedures (Non-Employees);
- Howell County Public Housing Grievance, Complaint and Appeal;
- Safety Policy Statement;
- Employee rights-employee polygraph protection act;
- E-Verify;
- Drug-free workplace;
- Sexual harassment;
- Equal opportunity is the law;
- Equal opportunity is the law-WIOA;
- Nondiscrimination Policy Statement;
- Discrimination in employment is prohibited;
- Discrimination in places of public accommodation is prohibited;
- Discrimination in housing is prohibited;
- U.S. Department of Energy;
- Notice migrant and seasonal agricultural worker protection;
- Family and Medical Leave Act (FMLA);
- Notice Military Family Leave;
- Your rights under USERRA
- Unemployment Insurance Benefits Notice to Workers;
- Division of workers' compensation;
- Know your rights under the recovery act;
- Notice 797;
- Employee rights under the H-2A Program;
- Division of labor standards youth employment list;
- White Hatch Act (Political Do's and Don'ts);
- Employee rights under the NLRA;
- Homeless Missourian's information system;
- The Howell County Public Housing EEO;
- Notice to employees;
- "And Justice for All";
- Building for the Future;
- Federal Relay Service (Fed Relay).
- Additional posters and postings as requested and required to be in compliance with federal, state, and local laws and funding sources.

Other public notices, job announcements, etc. are required to be posted publicly during the timeframes specified in each notice memorandum.

### **Subsection XIII. Continued.**

**INTERNET AND COMPUTER PROGRAMS:** The Internet and various computer software programs have been made available for work purposes. Staff are expected to adhere to Internet and computer program use for business purposes appropriate to each person's specific job duties. Any regular use of electronic programs for personal communications purposes or entertainment during work hours is considered an abuse of paid work time, in the same way that an excess of personal visitors, personal phone calls and other visiting represents abuse of paid work time. All non-work related communications during work time (e-mail, phone or personal visiting) is to be kept within reasonable limits and is subject to monitoring by management. Directors are responsible to maintain appropriate limits of personal business conducted within work time within their Departments.

Computers are property of OAI programs and any personal information maintained or use of OAI computers is subject to monitoring and scrutiny by management at any time. Employees are not allowed to change their computer passwords without authorization and knowledge of the new password by the person designated by the department director as the computer coordinator/liaison.

No personal use of the Internet is allowed where it will increase the costs of service to OAI. Additionally, staff should not leave the Internet on throughout the workday unless it is necessary to their jobs (instead, dialing in or logging on as necessary to check messages or use needed information). Workforce Investment Department computers that are for customer use in the OAI building may be left open to appropriate Missouri Works links, and satellite offices will be open as necessary depending on customer volume.

All personnel, volunteers or individuals utilizing Ozark Action computers and or office equipment are required to read and sign the agency "Information and Technology agreement" prior to being allowed to utilize or access the computers and equipment.

**LONG DISTANCE TELEPHONE CALLS:** Telephone calls that entail costs for long distance must be charged to the employee's cell/home phone. Individuals not adhering to this requirement are subject to disciplinary action.

Long distance business calls made from outside OAI office telephone (recorded appropriately on telephone log) are to utilize the Department's assigned long-distance calling card number.

In general, person-to-person collect calls are not to be accepted. Upon exception to the rule, such incoming calls will be directed to the Receptionist-on-duty if authorized administrative staff have approved it in advance. The Receptionist will provide a record of any person-to-person calls accepted for appropriate telephone charges to Departments.

**Subsection XIII. Continued.**

**WORK SCHEDULES/TRAVEL:** For safety reasons and in the event of emergencies, all OAI staff are required to provide, through a Department “point person”, contact points where they can be reached periodically during each workday when they are not at their normal work stations.

Each Department is responsible to maintain an established procedure for this requirement with broad knowledge by the Department staff as to that procedure.

As required by Missouri State Law, all licensed drivers are required to carry automobile insurance and wear seat belts. OAI employees are advised to use seat belts when conducting OAI business.

**OAI SOCIAL FUNCTIONS/MORALE-BUILDING ACTIVITIES:** OAI, may, at its discretion, sponsor periodic agency-morale boosting activities, such as, but not limited to, staff picnic, Christmas party, inexpensive tokens of concern such as for illness or death in the family, or occasional refreshments during the course of meetings and work activities.

No alcoholic beverages are allowed for social functions sponsored by OAI for its employees. OAI employees, who may, at their own discretion, invite OAI personnel to personally sponsored parties, are cautioned not to imply any OAI sponsorship connection.

**EMPLOYEE DRESS:** Personnel Policy III-D-5 states that “the agency has no official dress code policy; however, employees are expected to dress appropriately relative to the duties they perform on the job”. Employee dress is expected to provide for a professional personal and organizational image with the general public, employers, our client customers, our funding sources and all others we deal with in the performance of our duties. Acceptable dress for construction and weatherizing projects, janitorial duties, Summer Youth Coordinators and Head Start Center staffs may vary from those generally expected in Ozark Action Central and County offices due to the types of work performed. The determination of appropriate dress is at the Program Director’s discretion, in each department, and all employees are reminded that it is not their function to “second-guess” other Departments.

**EMPLOYEE PAYROLL ADVANCES:** Payroll advances are allowed only in case of an emergency and are limited to a maximum of two per year.

**RIGHTS OF MANAGEMENT:** OAI management has the right to monitor any employee work-related activity, including seeking information from an employee’s work station, with or without the employee’s presence. Should it be needed in the course of the day’s work, one employee may need to look for items, files, or other information in another employee’s workstation or work area. This is notice to all employees that management considers all such action as appropriate to conducting agency business.

Violation of these Management Directives may be considered as insubordination as referenced in OAI Personnel Policies, and are subject to accompanying management disciplinary actions.

**(Revised 10/99; 4/15/2002 -7/01/06)**

## **Subsection XIV. MISCELLANEOUS CENTRAL OFFICE ADMINISTRATIVE DIRECTIVES**

### **RECEPTION/LOBBY:**

The Receptionist desk will be open from 7:45 a.m. to 4:30 p.m. The lobby is not to be used to conduct business nor for visiting, exceptions being receipt of paperwork from visitors and delivery of checks to persons authorized to receive them in person. Each Department is to maintain a standard procedure to route telephone calls from the Receptionist to the Department/Department staff.

### **DEPARTMENT COVERAGE:**

In general, each Department shall arrange that at least one person is available to answer customer inquiries during lunch and break times. Exceptions are for special festivities and in small Departments where coverage during all work hours is not practical.

### **BUILDING SECURITY:**

The lobby entrance will be unlocked at 7:45 a.m. and locked at 4:45 p.m. unless a staff person is present before/beyond these times.

The following Policies will apply to protect staff from “assumed” responsibility in the event an outside access door is left unlocked:

Only staff that have a regular need in the building beyond normal work hours will be provided a key, though a key may be checked out for limited periods of time, with Executive Director approval, if required on special project assignments.

Staff who have building access due to their exempt status and accompanying need to work irregular hours are expected to take extreme caution to ensure that outside access doors are locked, both after entering the building and after leaving it.

The Corporate Services Director is normally responsible for securing of the building, and if not available, supervisory staff in ascending order will be responsible.

No employee without a key are permitted to work after 6:00 p.m. on Mondays through Fridays without Program Directors and the Executive Directors approval.

Upon tendering a resignation, all individuals with a key shall return the key upon notifying the agency of the resignation

**Subsection XIV. Continued.**

**CREDIT CARD CHARGE PROCEDURES:**

**Non-specific credit card procedures:** All purchases made for or on behalf of Ozark Action, Inc. require that the agency Procurement Policy be followed. There are some businesses or organizations that require a credit card from that particular business or organization in order to charge purchases. Each Department has a department credit card with a limit of \$1,000 and is to be used with the Department Directors permission. The Agency Procurement Policy is still to be followed when utilizing the department card for transactions. If purchase over \$1,000 are made the Department Director will notify the Executive Director in advance of the purchase and will work with the Corporate Services Director to make the necessary purchases. The agency does have specific vendor cards assigned to Departments or programs and the Corporate Services Department. (examples, Casey's Gas Card, MFA Gas Card, Wal-Mart Vendor Card)

In these instances, the Corporate Services Director will then complete the necessary paperwork to open an account on behalf of the agency. Once approved and cards are issued, the Corporate Services Director will initiate a check out system for those credit cards. This check out system will include the number of the card and the name of the employee to whom it is checked out. The employee will sign that they understand this card is for purchases that qualify under the OAI Procurement Policies and may only use the card for said purchases with an approved purchase order.

In those instances, a purchase order must be completed first with all the required supervisor approvals in place prior to the purchase. The CSD will review the purchase order and put a number on the order. The approved, numbered purchase order will then be returned to the department for purchase. When the items are purchased and charged at the vendor, the assigned credit card will be presented and the employee will sign the charge ticket. The charge ticket will then be forwarded to the Corporate Services Department and checked for accuracy.

The CSD will match the charge ticket with the purchase order. This charge ticket serves as the invoice. The CSD will then verify the items and amounts comparing the original purchase order and the charge ticket to ensure that items match. The charge ticket, purchase order, any other relevant information concerning the order will then be stapled together and the CSD will circle the total amount due, initial and date both the charge ticket and the purchase order and forward to the accounting department for payment to the vendor.

If the charge is more than the original purchase request, the CSD requires that the purchase be re-initialed by the program director or supervisor. The accounting department is responsible for ensuring that the required initial is on the submitted purchase order prior to the disbursement of the payment to the vendor. On occasion due to time restraints placed on these accounts, the re-initialing of the higher amount may occur after the disbursement of payment to the vendor.

The CSD reserves the right to note any inaccuracies or discrepancies in items requested or purchased and also to revoke an issued charge card at anytime.

#### **Subsection XIV. Continued.**

**Program Specific Credit Card Charge Procedures**—Any credit card used for one program specific charges must be approved by the OAI board before the process can be put into place for making purchases. Once the board has approved the credit card application, the program director, corporate services director, finance director and executive director will work together to make sure internal controls are put into place to safe guard the usage of the credit card by the agency staff.

**Energy Crisis Intervention Program (ECIP):** All purchases made for on behalf of the ECIP customers of Ozark Action, Inc. require that the ECIP application and eligibility guidelines be followed before a pledge and payment can be made for the heating/cooling costs. The approved Management Information System paperwork must be submitted to the program director for approval and payment. The CSBG Director, designated assistant, and the Fiscal Director will be the only approved staff with the ability to call the vendor and make a credit card payment over the phone. A reference number will be written on the ECIP application and set aside until the bill arrives from the credit card company. The CSBG Director or Fiscal Director will review the credit card statement when received and match the approved applications to the current bill. The credit card statement/bill will be presented to the fiscal technician for review, data entry and payment. The fiscal technician will check to make sure the applications match the credit card statement as the information is entered into the accounts payable system before the check is cut. The check will be sent with the payment slip. The check stub will be placed with a copy of the check and the ECIP applications paid in the vendor files.

**(Revised 6/99; 4/15/2002-0701/2006;7/1/2012;5/19/2015)**

## **Subsection XV. TRAVEL PROCEDURES/REIMBURSEMENT**

The following procedures describe authorization and compensation for expenses incurred while on official travel. All reimbursement requests should be processed *promptly* upon return.

1. **Authority** - All employees of Ozark Action, Inc. (OAI) who are required to travel on over- night trips must obtain prior approval. The immediate supervisor must sign an Over-night Travel Voucher, with seminar verification or agenda attached. The Executive Director must then sign this form. When such signature is received, the employee is authorized to travel and/or receive a travel advance. Travel advances are only permitted if in excess of \$30.00.
2. **Reimbursement** - All employees will be reimbursed for official authorized travel as outlined herein. The actual cost of lodging, including tax, will be reimbursed and a receipt for such lodging must be provided.

A \$36.00 per diem will be paid to the traveler for meals and miscellaneous expenses (\$46.00 per diem for St. Louis, Kansas City and cities outside the State of Missouri). A day is defined as twenty-four hours, 12:00 Midnight to 12:00 Midnight and is divided into four quarters: 12:00 Midnight to 6:00 a.m.; 6:00 a.m. to 12:00 noon; 12:00 Noon to 6:00 p.m.; and 6:00 p.m. to 12:00 Midnight. Payment will be \$9.00 (\$11.50) per quarter and if the time of departure is more than 30 minutes prior to the end of a quarter day or time of return is more than 30 minutes after the beginning of a quarter day, payment will be made as for a quarter day.

3. **Meals** - As described above, per diem will cover expenses incurred for meals. However, if meals are to be included in the cost of seminar or training registrations, a copy of the registration form explaining what meals are provided must be attached to the appropriate travel voucher (Single Day Travel Reimbursement Form or Over-night Travel Form). Credit for meals will be given at the following rates: Breakfast \$8.50 (\$10.00); lunch \$8.50 (\$12.00); and dinner \$19.00 (\$24.00). Expenses on single-day travel, such as meals, may be approved by the supervisor if a meal is not provided during a meeting or during an out of town work related meeting or event.
4. **Transportation Costs** - Receipts are required for commercial fare, taxicab fare, auto rentals, parking, etc. Transportation costs that are not work related, i.e., shopping, travel to restaurant, etc. are not reimbursable. Other miscellaneous costs without receipts will be considered on a case-by-case basis. The Department Director and the Executive Director must approve these costs. (Tips for luggage handling where you don't have a choice; metro expenses, etc.)
5. **Mileage Reimbursement** - When an employee is required to use their own automobile, in-area and out-of-area mileage will be reimbursed at \$.40 cents per mile. Actual odometer readings from home or work site (whichever is shorter) will be required. Traveler's signature on Travel forms certifies that logs were by a licensed driver in an insured vehicle.
6. **Additional Information** - When staff are attending meetings and conferences paid by OAI they are expected to attend and participate fully in those sessions at the hours established (exclusive of social events which are at the discretion of each employee). If meals are provided within the Conference/Meeting costs to OAI for social events, these will be considered in the per diem allowance for the trip. If employees have prior agreement with their Department head/supervisor to attend part of the meeting because of other work assignments, this is acceptable. If employees leave prior to the closure of the meeting/conference, this should be based on prior consultation with the Department head/supervisor and work time must be recorded accurately on the time sheet and on travel forms.



**Subsection XV. TRAVEL PROCEDURES/REIMBURSEMENT, continued**

Original signatures are required from the employee traveling before payment will be made for an advance or any payment made upon return. If payments were made to the employee as a part of the advance for gas, parking, or other approved incidentals, original receipts are required from the employee with the signed overnight travel form when they return before payment will be made for these expenses.

When employees owe money to the agency due to an overnight travel or cancellation of training when an advance was provided to the employee, the employee has two weeks from the date of return or date of cancellation to refund the agency. If the employee has not refunded the agency within this timeframe, the employee, department director, and executive director will be notified by email and the amount due to the agency will be deducted from the employee's next payroll check.

3/26/2013

(Revised 4/98; 7/01; 4/15/2002-7/01/06;7/1/2012; 3/26/2013)

**SECTION II**  
**OZARK ACTION, INC.**  
**INFORMATION SERVICES POLICIES & PROCEDURES AGREEMENT**

To ensure that everyone here at Ozark Action, Inc. is informed about our information and technology policies and procedures and to create a standard for computer use and privacy, Ozark Action, Inc. has instituted the following *Information Services Policies & Procedures Agreement*. These policies and guidelines apply to all equipment and software owned and operated by the agency and its network, or purchased by, donated to or loaned to Ozark Action, Inc., whether or not it is connected to the agency computer information system or network. This document applies to all office technology including but not limited to: the telephone system, electronic mail, the Internet, copy and fax machines, printers, desktop, cell phones, hand devices and laptop computers and the computer network in general. These policies are needed to provide you with a consistent, stable, secure working environment and to protect our clients' privacy.

In this document, "staff" includes paid staff, volunteers, program specific assigned, and interns.

**Subsection I. GENERAL POLICY AND GUIDELINES**

While OZARK ACTION, INC. doesn't have the resources or the desire to monitor daily network activity, document use, email or web access; OZARK ACTION, INC. reserves the right to monitor use and enforce our guidelines and policies. Any employee found to have violated these policies may be subject to disciplinary action, up to and including termination of employment.

- Unauthorized use of passwords of other employees to gain access to sensitive or personal data is prohibited.
- Hardware and software allocations and access rights are determined by the Executive Director, Program Director and or their assigned designee, based on the agency business to be performed. Rights and allocations may be changed at any time, but prior to being changed must be approved by the Executive Director and Agency Executive Relations Manager/Computer Technology representative.
- Hardware and software that are purchase by or donated to Ozark Action, Inc. become the sole property of Ozark Action, Inc, and may be allocated according to agency needs. Hardware and software loaned to Ozark Action, Inc. is under the control Ozark Action, Inc. and will be only used in accordance with the loan agreements and these policies and procedures associated with such equipment.
- All information created or stored on Ozark Action, Inc. equipment or using Ozark Action, Inc. accounts, is the property of Ozark Action, Inc. This information may be accessed at any time by the Executive Director, your supervisor, and the Executive Relations Manager/Computer Technology.
- Ozark Action, Inc. is not responsible for hardware or software brought from or used at home, including damage, theft, viruses, data loss, and equipment failure. Unauthorized downloads or software or additional hardware used on an agency computer, network or communication system is discouraged and could be subject to disciplinary action.
- All hardware and software installations must have prior approval by the Executive Director and the Department Program Director. Unauthorized installations and/or downloads of software are prohibited.
- Ozark Action, Inc. equipment may not be used to access, obtain, download or send any material that may be seen as insulting, disruptive, or offensive by other persons, or harmful to morale, including any message or graphic that can be construed to be harassment or disparagement of others based on their sex, race, sexual orientation, age, national origin, religion, ethnicity, physical or mental disability, political affiliation, color, marital status, gender identity or any other characteristic protected by federal or state law or local ordinance.

### **Subsection I. Continued.**

- Ozark Action, Inc. equipment may only be used to access, obtain, download or send any personal or financial information of any client if such access or use is consistent with Ozark Action, Inc. privacy policies and program specific HIPPA regulations.
- Ozark Action, Inc. equipment may not be used for unauthorized copying of copyrighted material including, but not limited to, digitization and distribution of photographs from magazines, books or other copyrighted sources, copyrighted music. The installation of any copyrighted software for which Ozark Action, Inc. or the end user does not have an active, appropriate license is strictly prohibited.
- Ozark Action, Inc. equipment may not be used for exporting software, technical information, encryption software or technology, in violation of export control laws. The appropriate management should be consulted prior to export of any material that is in question.
- Ozark Action, Inc. equipment may not be used for sending unsolicited email messages, including the sending of "junk mail" or other advertising material to individuals of Ozark Action, Inc. who did not specifically request such material (email spam).
- Each time a Web site is visited and email is sent through the Ozark Action, Inc. system, the Ozark Action, Inc. name is represented. Usage and messages must be accurate, appropriate, and should not subject Ozark Action, Inc. to potential liability.

While Ozark Action, Inc. respects the individual privacy of its staff, privacy rights do not apply to work-related conduct or the use of Ozark Action, Inc. equipment or supplies. Accordingly, staff should note that the contents of messages on these systems are not private and that Ozark Action, Inc. may track your use of the Internet, including the Cloud and the World Wide Web. All information contained within the system is Ozark Action, Inc.'s property. While it is not the policy of Ozark Action, Inc. to routinely monitor or access a staff member's files, Ozark Action, Inc. does retain the right to periodic unannounced inspections of its systems at its sole discretion.

Ozark Action, Inc. prohibits non-work related personal use of its technology by staff unless approved by the Program Director and Executive Director.

### **Subsection II.            **PASSWORDS****

- Staff shall change their passwords when directed to do so by their supervisor or the Corporate Services Director.
- Ozark Action, Inc. Executive Director has the authority and ability to change a staff member's password for any reason.
- Staff shall not reveal account passwords to others or allow the use of accounts by others. This includes other staff members and volunteers. It also includes family and other household members when working at the office or home.
- Passwords need to remain secret. Staff shall make every effort to keep passwords secure. For example, passwords taped to the back of office furniture or stored in a desk drawer are easily found. Passwords on Post-it® notes on monitors are NOT secret!

### **Subsection III. EMAIL USE & MAINTENANCE**

- With each Internet site visit and email transmittal the Ozark Action, Inc. name is represented. Usage and messages must be accurate, appropriate, and should not subject Ozark Action, Inc. to potential liability.
- Ozark Action, Inc. staff is encouraged to send personal email and conduct similar activities on their own time whenever possible.
- Personal messages will be treated the same as other messages in the system, which may or may not be archived from time to time and therefore subject to retrieval even after the user has deleted them.
- As noted above, Ozark Action, Inc. equipment may not be used in any manner that may be seen as insulting, disruptive, or offensive by other persons, or harmful to morale, including any message or graphic that can be construed to be harassment or disparagement of others based on their sex, race,
- sexual orientation, age, national origin, religion, ethnicity, physical or mental disability, political affiliation, color, marital status, gender identity or any other characteristic protected by federal or state law or local ordinance. Examples of offensive behavior include, but are not limited to:
  - Personal attacks
  - Offensive or obscene messages
  - Gossip, including personal messages about the sender or others
  - Anything that may be construed as harassment or offensive to others.

**Receiving Attachments:** Although our virus scanning software checks each message as it comes into Ozark Action, Inc., attachments from unknown senders should be deleted without opening, if you are unsure please inform your immediate supervisor and the Corporate Services Director of your concerns. If an attachment seems suspicious, inform your immediate supervisor and the Corporate Services Director. Viruses are most often spread by enclosing them in email attachments that look legitimate.

**Storage, Filing and Maintenance:** all e-mail correspondence and materials may be subject to the rules and regulations under the Missouri Sunshine law, Records Retention Schedule, Records Retention and Destruction Policy and OAI Policies and Procedures covered elsewhere (5/27/2014). Once you receive an email and read it, if you want to keep it, please file it in an appropriate folder.

**Vacation Use:** We do not recommend using automatic “Out of Office” messages. Using them confirms to SPAM senders that your email address is active and may result in a security risk by informing people that you will not be using your computer or email for a specific time period. If you expect important email during your absence, that needs to be responded, make your supervisor aware of this situation or the Executive Relations Manager/Computer Technology staff person.

**Email Lists** (mailing lists, e-newsletters, “Listservs”): Please do not use your Ozark Action, Inc. email address when subscribing to personal mailing lists. Your Ozark Action, Inc. email address should be used for mailing lists that are work related.

#### Subsection IV. OTHER INTERNET USE

- Staff should not download installable/executable files without authorization from your supervisor. (This doesn't apply to basic information like PDF files or Word or Excel files.)
- Staff should not use Ozark Action, Inc. Internet accounts or titles for personal online purchasing.
- No personal information should be given out. If a work related online forum requires identification, you are required to have program director approval to provide any information other than identifying your name, title and the Ozark Action, Inc. Sites that require other information, such as address and phone number should be filled in using agency information. The agency EIN number should not be provided without the approval of MANAGEMENT or the Executive Relations Manager/Computer Technology.
- Personal cell phones, I-pods, I-pads, computers and electronic devices should not be used to conduct work related activities. This is especially true of downloading client files, financial accounts, and sensitive program information.

#### Subsection V. SOCIAL MEDIA/PERSONAL HARDWARE AND SOFTWARE

##### SOCIAL MEDIA

Employee Guidance POLICY—This policy provides guidance for employee use of social media, which should be broadly understood for purposes of this policy to include blogs, wikis, microblogs, message boards, chat rooms, electronic newsletters, online forums, social networking sites, and other sites and services that permit users to share information with others in a contemporaneous manner.

PROCEDURES—The following principles apply to professional use of social media on behalf of Ozark Action, Inc. as well as personal use of social media when referencing Ozark Action, Inc.

- Employees need to know and adhere to the Ozark Action, Inc. Code of Ethics, Employee Resource Manual, and other agency policies and procedures when using social media about Ozark Action, Inc. and its affiliates.
- Employees should be aware of the effect their actions may have on their image, as well as the agencies image. The information that employees post or public may be public information for a long time.
- Employees should be aware that the agency may observe content and information made available by employees through social media. Employees should use their best judgment in posting material that is neither inappropriate or harmful to the agency, its employees, or customers.
- Although not an exclusive list, some specific examples of prohibited social media conduct include posting commentary, content, or images that are defamatory, pornographic, proprietary, harassing, libelous, or that can create a hostile work environment.
- Employees are not to publish, post or release any information that is considered confidential or not public. If there are questions about what is considered confidential, or not public, employees should check with the Corporate Services Director and/or their immediate supervisor.
- Social media networks, blogs and other types of online content sometimes generate press and media attention or legal questions. Employees should refer these inquiries of their program director and should follow agency policies and procedures for interacting with press releases or media coverage.
- If employees encounter while using social media that threatens to become antagonistic, employees should disengage from the dialogue in a polite manner and seek the advice of their immediate supervisor.

- Employees should get appropriate permission before referring to a post or post images of current or former employees, program participants, meetings, groups, activities and their members, vendors or suppliers. Additionally, employees should get appropriate permission to use a third party's copyrights, copyrighted material, trademarks, service marks or other intellectual property.
- Social media use shouldn't interfere with employee's responsibilities at the agency or with the agency computer systems. These systems are to be used for business purposes only. When using agency computer systems, use of social media for business purposes is allowed (ex: Facebook, Twitter, Ozark Action, Inc. website, blogs, newsletters, annual report and LinkedIn), but personal use of social media networks or blogging online content is discouraged and could result in disciplinary action.
- Posts subject to applicable laws, after-hours online activity that violates agency policies and procedures, Code of Ethics, or any other agency policy may subject an employee to disciplinary action or termination.
- If employees publish content after-hours that involves work or subjects associated with Ozark Action, Inc., a disclaimer is required and needs to be used, such as this: "The postings on this site are my own and may not represent Ozark Action, Inc. positions, strategies or opinions."
- It is highly recommended that employees keep agency related social media accounts separate from personal accounts, if practical.

Content Guidance POLICY—this policy provides guidance for the content that will be allowed on agency social media sites, which should be broadly understood for purposes of this policy to include blogs, wikis, microblogs, message boards, chat rooms, electronic newsletters, online forums, social networking sites, Facebook, Twitter, annual reports and other sites and services that permit users to share information with other sites and services that permit users to share information with others in a contemporaneous manner.

PROCEDURES—the following principles apply to professional use of social media on behalf of Ozark Action, Inc. as well as personal use of social media when referencing Ozark Action, Inc.

- The agency Facebook, Twitter, Survey Monkey and other social media accounts will be housed at the Central Office at 710 E. Main St., West Plains, MO. Items that staff are wanting posted to these sources of media venues must be approved by the program director for content and adherences to agency policy. Once approved this information is to be submitted to the agency Community Services and/or Corporate Services Department for posting.
- This will be the primary site for all agency related information and material. Any photos or content posted on the central office site must be agency related and must be approved by the program director. Photos are discouraged from being posted on the agency-wide social media venues unless the appropriate release of information has been received by the agency.

#### SECONDARY LOCATION PROCEDURES

- Secondary locations affiliated with Ozark Action, Inc. such as Head Start Centers, Outreach Offices, Apartment Complexes and other locations that are operated by the agency can create or have a specific social media sites, approved by their director and executive director with a link to main media site (all media sites should have previous approval and site information sent to Community Services and/or Corporate Services prior to setup).

- *These social media avenues are only allowed to post the following items: Calendars, contact and location information (such as address of location, phone number and agency website), hours of operation, and any schedule changes or announcements as it pertains to the operation of that facility. In addition, educational content that is beneficial to the staff and program participants may be posted if it adheres to agency policies and procedures. Under no circumstance will participant, client or other photos be posted on these secondary sites. These sites are to be used for information of facilities operations purpose only and are intended to provide information and education.*

*Creation and Approval—of all information at the offsite locations related social media activity will be conducted by the program director. Any content other than those items mentions in the previous paragraph must be approved by the program director and the Executive Director prior to being posted.*

*The program director will assign one staff person to be responsible for the posting of information at the offsite social media locations.*

*NOTE: For employee guidance and content guidance, the designated person will notify the Corporate Services Director and the Community Services Program Development Manager prior to posting to media sites and provide an electronic copy for review and posting on other media sites if necessary.*

#### **HARDWARE AND SOFTWARE**

- Ozark Action, Inc. uses several standard software packages (Microsoft Office, Outlook, *Microsoft Exchange, Financial Edge, the Cloud,* etc.). Any agency work that is not created with this software is not supported by the agency. Staff is responsible for using agency-standard software to do their jobs.
- If our current software does not meet your work needs, software may be requested, with the approval of the department head and with department funds utilizing the normal procurement process. This additional software is purchased with the understanding that the support for the software is dependent on budgetary constraints. Specialized software may be limited to specific positions with the professional background to effectively use the software. Needed but infrequently used software may be installed on a shared workstation to allow economical use of the software by multiple employees.
- You must have authorization prior to using your own hardware or software at Ozark Action, Inc. In general, this would be discouraged.
- Ozark Action, Inc. will not maintain personal hardware or software, even if it is used for Ozark Action, Inc. business.

#### **Subsection VI. SOFTWARE**

- It is the policy of Ozark Action, Inc. to utilize all commercially purchased software in accordance with the individual licensing agreements. Unless otherwise provided in the license, any duplication of copyrighted software is a violation of the law. Ozark Action, Inc. staffs are not permitted to install Ozark Action, Inc. purchased software on their home computers unless approved by the Executive Director and the program Supervisor.
- As a nonprofit, Ozark Action, Inc. has access to some very low-cost sources for obtaining software. These sources have specific rules that Ozark Action, Inc. must follow to maximize the benefit the Ozark Action, Inc. receives. Therefore, all computer-related purchases must go through the Program Director utilizing the normal procurement process.

## **Subsection VI. DATA SECURITY**

- Data that Ozark Action, Inc. collects contains sensitive and personal information about our clients, volunteers, staff and board members. The integrity of its data is crucial to our fair and accurate reporting of information gathered from the communities we serve. DO NOT leave programs open while you're away from your computer. This leaves everyone's data open to the public.
- Any information, including email addresses, collected in the course of Ozark Action, Inc. business are not to be given out without the explicit permission of the individual. This is a matter of Ozark Action, Inc.'s reputation and state and federal law.
- Personal cell phones, I-pods, I-pads, computers and electronic devices should not be used to conduct work related activities. This is especially true of downloading client files, financial accounts, and sensitive program information.

## **Subsection VII. BACKUP PROCEDURE**

- A computer backup will be completed daily for the agency server. The backup will include the central office employees my documents folder, email folder and the favorites folder. An offsite backup will also be done daily for the same information. Backups are stored for 5 days and then they will be deleted. 3/26/2013
- Other backup (3/26/2013) procedures in all other departments will be in accordance with program rules and regulations and should be the responsibility of the Program Director.

## **Subsection VIII. STAFF ISSUES (INCLUDING Interns and Volunteers)**

If a position requires computer skills, the supervisor should screen for those skills during the interview process. Funding proposals that include adding staff should include funding to add computers and software if allowable under the funding source guidelines or proposal.

**Establishing Accounts:** Send an email request to the Corporate Services Director if you want a user e-mail account established, new staff should be trained on our system and new staff must receive and sign a copy of these guidelines during their orientation period.

**Terminating Accounts:** Ozark Action, Inc. has a limited number of e-mail user licenses available; therefore, user accounts will be deleted at the request of the program director in a timely fashion. All additional accounts will be terminated at the request of the program director after a staff person's last day.

### **Volunteer Use:**

- If a volunteer needs a computer and email access, please request an account from the Corporate Services Director with the same guidelines for hiring staff or an intern.
- Staff supervising volunteer use of computer equipment is responsible for reporting damage, viruses, data loss, and equipment failure in writing or email to the Executive Relations Manager/Computer Technology.
- Supervising staff are responsible for training volunteers in appropriate use of computer equipment and software and for monitoring their use; if a volunteer needs more training, please notify the Executive Relations Manager/Computer Technology.



### **Working at home and removing equipment from the building:**

- Agency equipment that is loaned or assigned to staff is for work-related use only.
- All agency related office equipment that needs to be utilized outside of the agency by Central Office Staff must be check out through the Corporate Services department in the Central Office.
- Equipment that is needed by Head Start Staff and other Ozark Action offices outside of the work place must have prior approval from your supervisor.
- All agency equipment must be signed out in advance. Please be aware that someone may have the equipment immediately before or after your reservation. Do not take equipment you do not have reserved.
- The borrower is responsible for maintaining the equipment in good working order, and notifying the Department Program Director or the Corporate Service Director of any problems.
- No other software may be installed, downloaded or otherwise transferred to agency computers.
- Understanding that from time to time it is necessary to utilize agency equipment outside of the office it is discourage, especially if the system contains staff, client or sensitive materials relative to the agency.

**Training:** If you believe you need additional training on any of the software installed on your computer, please contact the Executive Relations Manager/Computer Technology or your supervisor. If the training need cannot be done with in-house resources, your supervisor can help you to find appropriate outside training. Ozark Action, Inc. has access to low cost training but this must be coordinated through your Program Director.

### **Subsection IV. FILE MANAGEMENT & SHARING**

File sharing is vastly useful but can cause a burden on the network and a security risk if done improperly. The following guidelines will help you to avoid these kinds of issues:

- All files should be stored in designated file server directories to ensure regular backups and access from other workstations in the event of a computer crash.
- Staff, Client, financial information and agency sensitive information should be password protected.
- If you need a folder created, please ask your program director, technology person in your department or the Corporate Services Director.
- All disks brought from an outside source must be scanned for viruses. If you do not know how to do this, please ask your program director, technology person in your department or the Corporate Services Director.

### **Subsection V. CONFIDENTIALITY**

**Staff is responsible for protecting confidentiality of agency information by following all policies and procedures including:**

- Keeping passwords confidential and changing them when directed.
- Logging out of workstation and/or remote connection when not in use.
- Reporting lost or stolen equipment or storage media to your supervisor, and/or the Corporate Services Director.
- Having confidentiality agreements signed when any agency information is shared.
- Client, staff and agency related data is never to be transferred to your personal cell phones, I-pods, I-pads, computers and electronic devices and should never be used to conduct work related activities. This is especially true of downloading client files, financial accounts, and sensitive program information.

**Subsection VI. REQUESTS**

Any technology related request or problem should be emailed to your immediate supervisor as soon as possible.

Please include the following information if possible:

- A complete description of the problem/request, including the symptoms of the problem and your contact information. The more detailed the description, the easier it will be to solve the problem
- Your priority level for the problem. If there is a deadline (for example, a report due to a funding source), please include it.

**I have read and agree to follow the above policies and procedures—new employees will sign this page during orientation and the original goes with their paperwork; a copy will be kept in their resource manual.**

**Name:** \_\_\_\_\_  
**Title:** \_\_\_\_\_  
**Date:** \_\_\_\_\_  
**Signature:** \_\_\_\_\_

**Employees are required to read and sign documentation for the personnel file annually concerning this administrative directive. The documentation for the annual review will be provided to staff as an acknowledgement form along with any changes in the employee resource manual. Last updated 3/27/2012; 3/26/2013; 5/27/2014; 5/19/2015; 5/17/2016; 5/23/2017.**