

OFFICE OF THE CHIEF MEDICAL EXAMINER

401 E Street, S.W.
Washington, DC 20024



Francisco J. Diaz, MD FCAP FASCP
Chief Medical Examiner

EMPLOYEE MANUAL

2024

MISSION STATEMENT:

The mission of the Office of the Chief Medical Examiner (OCME) is to investigate all deaths in the District of Columbia that occur as the result of violence (injury), as well as those that occur unexpectedly, without medical attention, in custody or pose a threat to public health.

OCME provides forensic services to government agencies, health care providers, and citizens in the Washington DC metropolitan area to ensure that justice is served and to improve the health and safety of the public.



CONTENTS

New Employee Processing and Orientation Checklist	05
OCME Organizational Chart	06
Administration Division	7-8
Death Investigations Division	9-10
Toxicology Division	11
Fatality Review Division	12
Executive Staff Biographies	13-17
Customer Service	18-32
You've Got Mail	33
Hours of Operations	34
OCME Voicemail Script	35
Cisco Users Guide	36-39
Holiday Calendar	40
Lunch and Breaks	41
Getting to Work - Metro	42
OCME Parking & Government Vehicle Policy	43
Employee Training	44
Dress Standards Policy	45-47
Security	48-52
IT Policy and Equipment Usage	53-62

CONTENTS CONTINUED

Injury & Incident Procedures	63-65
Public Relations	66-67
Confidentiality Agreement	68-70
Drug-Free Workplace	71-72
Alcohol-Free Workplace	73-74
Ethical Conduct	75-76
Sexual Harassment	77
Gender Identity and Expression	78-80
Employee Assistance Program (EAP)	81-84
Discipline	85
Performance Management	86
Telework	87-88
Peoplesoft and Payroll	89-90

New Employee Processing & Orientation Checklist

5

Employee's Name:		Start Date:
Unit:		Supervisor:
Pre-Orientation Processing		
	Office/Seating Assignment	Management Liaison Specialist
	IT Resources	IT Unit
	Uniform Ordering	Administration Unit
	Security Access	Administration Unit
Orientation Processing		
	DCHR Orientation	DCHR
	Position Description (PD)	Management Liaison Specialist
	Receipt of Employee Handbook	Management Liaison Specialist
	Review of Compensation & Benefits	Management Liaison Specialist
	Review of OCME Time & Attendance	Management Liaison Specialist
	Review OCME Training & Travel Procedures	Management Liaison Specialist
	Receipt of OCME Standard Operating Procedures	Management Liaison Specialist
	Review OCME's Voicemail Script	Management Liaison Specialist
	Review (ERP) Emergency Response Plan	Management Liaison Specialist
	Activation of Security ID Badge	Administration Unit
	Obtain Agency Photo	Administration Unit
	DFS safety training materials	Management Liaison Specialist
	Review how to order supplies	Administration Unit
Meet with Supervisor		
	Review tour of duty	Supervisor
	Review (PD) Position Description	Supervisor
	Tour Facility	Supervisor
Meet with IT Unit		
	Receipt and review use of IT resources (i.e., CMS, email, desktop, laptop, cellphone, iPad, radio, VPN and other resources)	IT Unit
	Setup voicemail (according to DCHR standards)	IT Unit
Meet with Supervisory Forensic Mortuary Technician (If applicable)		
	Receipt of Vehicle Operations & Accountability Policy (if Applicable)	Supervisory Forensic Mortuary Technician
	Log into ERisk and complete Vehicle Operations Acknowledgement form	Supervisory Forensic Mortuary Technician
	Assignment of Parking Space and Associated Information	Administration Unit



District of Columbia Office of the Chief Medical Examiner Organizational Chart

Chief Medical Examiner
General Counsel
Special Assistant

FORENSIC TOXICOLOGY DIVISION

Chief Toxicologist
Deputy Chief Toxicologist
Staff Assistant
Forensic Toxicologist
Laboratory Support
Specialist
Grant Funded Positions:
DUI/DDOT
DFSA

DEATH INVESTIGATION & CERTIFICATION DIVISION

Deputy Chief Medical Examiner
Pathologist Coordinator
Forensic Pathology Unit
Medical Examiner
Forensic Pathology Fellow
Anthropology & Identification Unit
Supervisory Forensic Anthropologist
Customer Service Representative
Forensic Identification Specialist
Histology Laboratory
Medical Technologist
Death Investigation Unit
Supervisory Medicolegal Investigator
Medicolegal Investigator
Lead Forensic Investigator
Forensic Investigator
Emergency Planning Specialist
Grant Funded Positions:
Investigator
Mortuary Unit
Supervisory Forensic Mortuary Autopsy Tech
Lead Forensic Autopsy Technician
Forensic Autopsy Technician
Lead Forensic Photographer
Forensic Photographer
METT Unit
Supervisory Medical Examiner
Transport Tech
Forensic Autopsy Assistant

ADMINISTRATION DIVISION

Chief of Staff
Executive Assistant
Administrative Services Coordinator
Epidemiologist
Program Analyst
Human Resources Unit
Management Liaison Specialist
Data Fusion
NVDRS Data Abstract
OD2A Data Abstractor
IT Unit
Chief Information Officer
IT Specialist
IT Specialist OD2A
Contracts & Procurement Unit
Program Analyst
Records Management Unit
Sup. Quality Control/Records Manager
Quality Control Specialist
Lead Records Management Specialist
Quality Assurance Specialist
Records Management Specialist

FATALITY REVIEW DIVISION

Supervisory Fatality Review Program Manager
Child Fatality Review Cmt
Developmental Disabilities Fatality Review Cmt
Maternal Fatality Review Cmt
Violence Fatality Review Cmt
Opioid Fatality Review Cmt
Sr. Fatality Review Specialist
Fatality Review Program Specialist
Staff Assistant
Fatality Review Specialist OD2A

The Chief Medical Examiner oversees the operational and programmatic functions of the agency.

Executive Staff

The Executive Unit provides overall agency strategic planning, direction, leadership skills, and management control of agency and staff activities to meet organizational mission, goals, and objectives. Planning includes managing human and financial resources and a performance management activity to provide agency performance reporting and evaluation services to the Mayor, Council, Congress, and the general public, assessing strategic goals and performance targets. Services include agency budgeting and performance planning, organizational development, writing and updating agency standard operating procedures, resource allocation, training and educational presentations, and agency certification/accreditation processing.

Administration Division

The OCME Administration program provides administrative services and support to the staff of the OCME. These services include personnel management (timekeeping, training, educational development, and labor relations); contracting and procurement; risk, fleet, property, and financial management; information technology, legal services; and agency performance management.

Human Resources

The Human Resources Unit provides personnel management support to agency management and staff to ensure a diverse workforce, employee performance management, appropriate job description, classification and compensation, and employee relations. Services include recruitment, new employee orientation, employee relations matters, employee appreciation, performance evaluation, and planning, time and attendance/leave and pay administration, classification and compensation determinations, management briefing, and district human resource procedure policy interpretation.

Contracting & Procurement

The Contracts & Procurement Unit provides contract management, purchasing, and technical assistance to agency management and staff to obtain the services and commodities needed within budget, on time, and according to customer specifications. Services include contract preparation, administration, monitoring, compliance, bid requests/ recommendations, technical assistance, purchase reports, and management of District programmatic requirements (i.e., P-card, CSBE).

Information Technology

The Information Technology Unit provides network, telephone, computer hardware, and software support and information services to agency management and staff so that they may use technology to produce, communicate, and efficiently manage day-to-day work processes. Services include computer installation, repair, upgrades, and preventative maintenance; computer hardware/software support, programming, LAN maintenance; software licenses and upgrades; long-range information systems planning; IT resource deployment and repair (i.e., telephone, radio, laptop, notepads, Toughbook's), Website hosting and management, and email account.

Records Management

The Records Management Unit provides maintenance, storage, retrieval, and disposition of records per the district and agency records retention schedules and performs quality control and analysis of all agency records. Services include records maintenance and storage, records inventory and quality control and analysis, and provision of records to internal and external customers per request.

Legal Management

The purpose of the Legal Services Unit is to provide legal advice, review, and support to the agency and staff to ensure that the services offered are consistent with District and federal laws, rules, and regulations. Services include legal sufficiency reviews, statutory and regulatory interpretations, audits, claims reviews, legal opinions, provision of copies of laws and regulations, preparation of regulation drafts, contract reviews, consultations, research of views, advisory in employee relations matters with potential legal implications (i.e., disciplinary issues, terminations, grievances, arbitrations, employee appeals litigation) and serving as a liaison to the Office of the Attorney General (OAG).

Labor Management

The Labor Management activity aims to assist in developing, implementing, and administering citywide labor initiatives at the agency level. Services include labor-management training and consultation, labor/management partnerships and meetings, collective bargaining, grievance and arbitration management, and litigation.

Risk Management

The risk management activity aims to provide risk mitigation strategies and services to the agency and staff to avoid risk exposure and reduce the likelihood of injury and related costs. Services include risk assessments, mitigation plans, risk reduction policies, incident analyses, accident investigations, audits, safety compliance, and legal claims management.

Death Investigation Division

The Office of the Chief Medical Examiner provides forensic pathology, forensic investigations, and mortuary services through its Death Investigation and Certification Division.

Forensic Pathology

The Forensic Pathology Unit performs postmortem examinations to find the cause and manner of death. Services include death certification, autopsy reporting, evidence collection, microscopic exams, consultation services (i.e., neuropathology, radiology, and odontology), court testimony, training and educational presentations, and residency rotations.

Medicolegal Investigations

The purpose of the Forensic Investigations Unit is to perform death scene investigations and provide information to the Pathologist. Also, evidence gathering and medical interpretation.

Services to the agency, law enforcement agencies, legal counsel, and the community, as well as assistance in identifying decedents and determining the cause and manner of death.

Services also include initial death reporting, death scene investigation, investigation reporting, body identification reporting, cremation approvals, court testimony training and educational presentations, and internship programs.

Anthropology & Identification

The purpose of the Anthropology & Identification Unit is to serve as the customer service arm in receipt of all public calls, process decedent identifications, and process public dispositions (unclaimed decedents). The Unit includes a grief-counseling component providing assessment, intervention, and referral services to the next of kin. Services include customer services, death reporting and certification, decedent identification, public dispositions (unclaimed bodies), and customer inquiry consultations.

Mortuary

The primary purpose of this position is to support Medical Examiners in completing autopsies, external examinations, fingerprinting, and radiograph imaging on decedents. The incumbent assists with specimen consultations and laboratory testing and provides administrative support and body transport to the Mortuary Unit as policy and accreditation guidelines require.

Medical Examiner Transport Team (METT)

The METT is responsible for providing and managing the transportation of decedents, personal effects, medical reports, and biological samples to the DC OCME. Decedents and personal effects shall be handled with proper dignity in accordance with transport standard operating procedures, health & safety procedures, and universal precautions. The METT team is required to remove decedents in a courteous, sensitive, and professional manner.

Death Investigation Division

10

The Office of the Chief Medical Examiner provides forensic pathology, forensic investigations, and mortuary services through its Death Investigation and Certification Division.

Histology

The Histology Laboratory performs histologic technology or microscopic examination of prepared decedent tissue specimens to diagnose possible diseases and assist in determining the cause and manner of death. Services include testing biological specimens, court testimony, training and educational presentations, research, and consultations.

Fleet Management

The Fleet Management activity aims to provide new vehicles, replacement vehicles, vehicle equipment services, request repairs, preventive maintenance, fuel, and parts services for the agency's fleet. Ensuring they have the appropriate equipment/vehicles required to deliver timely and efficiently. Additional Services include preventive maintenance schedules, bid requests, motor pool cars, long-term vehicle leases, and vehicle rentals.

Fatality Management

The Fatality Management activity aims to prepare for the district's response during a mass fatality incident. The agency serves as the lead District agency for fatality management and coordinates with other organizations to ensure the proper recovery, handling, identification, transportation, tracking, storage, and disposal of human remains and personal effects; certifies the cause of death and facilitates access to mental/behavioral health services to the family members, responders, and survivors of an incident. Services include emergency response resource planning, mass fatality planning, continuity of operations planning, emergency fleet management, fatality management, training, educational presentations, body transport, family assistance management, as well as local coordination with regional and federal stakeholder.

(i.e., mutual aid agreements).

Forensic Toxicology Division

The Toxicology Laboratory for the District of Columbia, Office of the Chief Medical Examiner (OCME), serves the residents of the District of Columbia and their families. The laboratory provides postmortem toxicological analyses of biological specimens for medical examiner casework. The results of those analyses support OCME by aiding the pathologists in determining the cause and manner of death. In addition, the laboratory offers testing services to local and federal law enforcement agencies in investigating driving under the influence (DUI) and drug-facilitated sexual assault (DFSA) casework. Furthermore, in 2011, the laboratory partnered with the Office of the Attorney General (OAG) and the Metropolitan Police Department (MPD) to develop a comprehensive breath alcohol testing program. The Toxicology Unit is comprised of toxicologists, technicians, and administrative staff. The laboratory provides testing for approximately 1,700 cases per year in its state-of-the-art facility. The staff maintains pertinent testing records, case files, and biological evidence samples. In addition, the Unit provides courtroom testimony, which can encompass information pertaining to testing procedures and the interpretation of the analytical results. The staff stays on the cutting edge of technology and drug trends by reading recent literature and participating in scientific meetings and workshops routinely.

Forensic Toxicology

The Forensic Toxicology Laboratory performs toxicological testing for the detection, identification, and quantitation of alcohol, drugs, and other toxins in biological specimens toward the determination of cause and manner of death. The Laboratory also administers the District's Breath & Alcohol Program and performs Driving Under the Influence and Drug Facilitated Sexual Assault (DFSA) testing. Services include testing biological specimens, court testimony, training and educational presentations, research, and consultations.



Fatality Review Division

The Office of the Chief Medical Examiner provides services through its Fatality Review Division, which is responsible for reviewing the circumstances of the deaths of individuals within certain populations, including their interaction with District government services. The reviews aim to provide analysis and recommendations to the public and District entities serving defined populations so they can address systemic problems and provide better services.



Fatality Review

The Fatality Review Division reviews and analyzes cases and provides the information to District entities serving defined populations and the public to address systemic problems and provide better services and accountability. Services include the Child Fatality Review Committee (CFRC), the Developmental Disability Fatality Review Committee (DDFRC), the Domestic Violence Fatality Review Board (DVFRB), internal agency death reviews, service gap analyses, policy/legislation/ service recommendations, information/education presentations, annual and other statistical reports to stakeholder groups and referrals.

Child Fatality Review Committee (CFRC)

Infant Mortality Review Team (IMRT)

sub-committee of the CFRC and holds separate meetings

Developmental Disabilities Fatality Review Committee (DDFRC)

Violence Fatality Review Committee (VFRC)

Opioid Fatality Review Board (OFRB)

Maternal Mortality Review Committee (MMRC)

CHIEF MEDICAL EXAMINER

Dr. Francisco J. Diaz received his medical degree in his native country, Dominican Republic. After receiving his medical degree, Dr. Diaz trained in Anatomic Pathology at Conemaugh Memorial Medical Center in Johnstown, Pennsylvania/Temple University. In 2000, Dr. Diaz accepted a fellowship in forensic pathology with the Office of the Chief Medical Examiner in Philadelphia, Pennsylvania, in affiliation with Hahnemann University (now Drexel University).

After completing the forensic pathology fellowship, Dr. Diaz joined the Office of the Chief Medical Examiner in Wayne County, Michigan, as an Assistant Medical Examiner. In January 2012, in affiliation with the Wayne County Medical Examiner's Office, Dr. Diaz was appointed Assistant Professor to the University of Michigan faculty, Department of Pathology. Dr. Diaz was a Medical Examiner in Michigan for 16 years.

Dr. Diaz has performed more than 8500 autopsies during his career and testified hundreds of times in circuit, district, and federal courts. He has also provided numerous civil depositions. Dr. Diaz co-authored "Spitz and Fisher Medicolegal Investigation of Death" in his 5th edition.

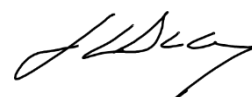
Dr. Diaz has also co-authored 35 peer-reviewed articles, abstracts, and presentations and has been invited numerous times to speak at regional, national, and international conferences. He is board-certified in Anatomic Pathology as well as Forensic Pathology. He is a fellow of the College of American Pathologists (CAP), the National Association of Medical Examiners (NAME), and the American Society for Clinical Pathology (ASCP).

He is a member of the board of directors and the government affairs committee's chair for NAME.


After joining DC OCME, Dr. Diaz was appointed to the George Washington University School of Medicine and Health Sciences faculty and holds the Assistant Professor's rank.

Dr. Diaz enjoys reading and traveling when he is away from the office.

Francisco J. Diaz, MD FCAP FASCP



DEPUTY CHIEF MEDICAL EXAMINER

A portrait of Dr. Sasha Breland, a woman with long brown hair and glasses, wearing a light pink ruffled blouse and a black skirt. She is standing in front of a window with a view of a building.

Dr. Sasha Breland is a native of New Jersey. She completed an 8-year B.S./ M.D. program at Montclair State University in 2004 before obtaining her Doctorate of Medicine from the University of Medicine and Dentistry of New Jersey (UMDNJ) – New Jersey Medical School in 2009. She remained at that institution and completed residency training in Anatomic and Clinical Pathology in 2014.

During her tenure at UMDNJ-NJMS, Dr. Breland served as Chief Resident in Anatomic and Clinical Pathology. Following residency, Dr. Breland completed a Forensic Pathology Fellowship at the Harris County Institute of Forensic Sciences in Houston, TX in 2015. She is board-certified in Anatomic Pathology and Forensic Pathology.

Since July 2015, Dr. Breland has served as a Deputy Medical Examiner at the DC Office of the Chief Medical Examiner and has recently been appointed Deputy Chief Medical Examiner. In addition, she currently serves as a member of the District of Columbia's Domestic Violence Fatality Review Board. Her professional interests include in-custody deaths, and she has lectured multiple times, both nationally and internationally.

During her spare time, Dr. Breland enjoys traveling and spending time with family and friends.

Sasha Breland, M.D.

CHIEF OF STAFF



Ms. Beverly Ann Fields, Esq. PRP is a native Washingtonian and attended the Georgia Institute of Technology and Howard University, receiving a Bachelor of Science in Mechanical Engineering in 1989 and Howard University's School of Law, earning a Juris Doctor in 1994, cum laude. She is a member of the United States Supreme Court Bar and the DC and MD State Bars. Ms. Fields holds a Six Sigma Black Belt certification from Villanova University.

Ms. Fields began her career as a science intern at the National Science Foundation and then worked as a mechanical engineer in the Ship Systems Practice of Booz Allen & Hamilton. After returning to and graduating from law school, she began a legal career at the Law Firm Dewey Ballentine, practicing energy law. Subsequently, she transitioned to the legislative arena and utilized her legal skills working for three members of Congress over an eight-year span: Representatives Harold Ford, Jr., Elijah Cummings and Eddie Bernice Johnson.

Ms. Fields currently serves as Chief of Staff to the D.C. Office of the Chief Medical Examiner, managing agency operations including budget, operational, strategic, and performance planning; procurement; human resources; legislative affairs; risk management; and labor management.

In her spare time, Ms. Fields serves as an international officer, chapter president, and other leadership roles as a member of Alpha Kappa Alpha Sorority, Inc.; The Links, Incorporated; the National Association of Parliamentarians; American Institute of Parliamentarians; and the National Brotherhood of Snowsports, Inc. She is the owner of Uhura Enterprises, Inc. – a parliamentary consulting service. Ms. Fields is also quite active as a classical pianist, advanced skier and PSIA-AASI Alpine Level I Ski Instructor, certified scuba diver, and enjoys road cycling, motorcycling, aerobics, basketball and concerts.

Beverly Fields, Esq., PMP

Beverly Fields

GENERAL COUNSEL



Becoming General Counsel at OCME has brought Rodney K. Adams' career full circle. After a semester of graduate forensic science study at George Washington University, Mr. Adams completed an LL M in Forensic Medicine at the University of Glasgow (Scotland), Faculty of Law, as a Rotary International Scholar. The University of Illinois College of Law awarded him a Juris Doctorate two years later.

After graduating from law school, Mr. Adams joined a large law firm that represented most of the Chicago area academic medical centers. He was soon recognized for his expertise in advising and defending healthcare providers on matters involving patient care and other unique issues confronting the healthcare industry. After six years, Mr. Adams relocated his practice to Richmond, Virginia, and helped grow a law firm from fewer than thirty attorneys to more than three hundred attorneys in twenty-two offices around the country. He tried more than seventy-five major cases to jury verdict and was named Lawyer of the Year – Medical Malpractice, Defendant, by Best Lawyers in America.

Mr. Adams was certified by the American Board of Trial Advocacy and appeared in Best Lawyers in America, Benchmark, Martindale Hubbell AV-Peer Rating, and other rankings. He is a member of the Bars of the District of Columbia and of Virginia and is retired from the Illinois State Bar.

Capping a more than thirty-year career in the private practice of health law, Mr. Adams accepted a two-year joint appointment at the University of Richmond Law School and at Virginia Commonwealth University, Dept. of Health Administration in 2018 to teach medical ethics, mental health law, corporate health law, and health policy. The graduate students in the MHA and MSHA programs flattered him with teaching awards. At the College of William and Mary Law School, Mr. Adams has taught a medical malpractice trial practicum since 2015 that includes physicians and surgeons playing key roles in the trial held before a judge and jury. He has also taught study abroad programs on global medical ethics for William & Mary undergraduates. Teaching assignments have taken him to China, South Africa, and Mauritius.

A frequent speaker at national medical and law conferences, Mr. Adams has authored several books and book chapters.

Rodney Adams, Esq.

CHIEF TOXICOLOGIST

Samantha S. Tolliver, PhD., is the Chief Toxicologist at the Washington, DC Office of the Chief Medical Examiner (DC OCME). She was previously employed as the Deputy Chief Toxicologist at the DC OCME and has been employed there since 2014.

Her fifteen years of toxicology experience include postmortem, driving under the influence, drug-facilitated crime, pre/post-exposure, and workplace drug testing. Her testimony experience encompasses both civil (family law) and criminal law within the States of Texas and Massachusetts, as well as the District of Columbia.

Dr. Tolliver holds a Bachelor's Degree in Chemistry from West Virginia State University. She earned both her Master of Science in Forensic Science, as well as a Doctorate in Chemistry from Florida International University.

She is certified in toxicology from the National Registry of Certified Chemists. Dr. Tolliver has made scientific presentations at the Drug & Alcohol Testing Industry Association, the American Academy of Forensic Scientists, and the Society of Forensic Toxicologists (SOFT). Dr. Tolliver is an active member of SOFT and the American Academy of Forensic Sciences.

Samantha S. Tolliver, PhD, NRCC-TC



All employees are directly responsible for delivering customer service commitments. In our effort to continuously identify ways to improve our processes, systems, and policies, the agency encourages and acts upon feedback and suggestions from both internal and external customers.

I. Customer Service Vision

The OCME will consistently deliver world-class customer service in all aspects of its work. Agency employees will readily supply information to meet all constituents' diverse needs and educate them on the processes involved in all deliverables. The agency will focus on efficient, timely, and professional delivery of services.

II. Customer Service Guidelines - The objective is to provide high-quality customer service in the following ways.

- Treat customers with enthusiasm, courtesy, and respect
- Promptly answer customer questions with accurate, objective information
- Resolve customer needs with the fewest number of calls possible
- Provide educational information to customers about the resources the agency manages, and customers use, as well as the laws and regulations governing their use.
- Use language that customers can easily understand.
- Ask for and consider customer ideas about agency plans, programs, and services.
- Promptly respond to customer suggestions, concerns, and complaints.

All employees are directly responsible for delivering customer service commitments to support the agency:

- The agency gives workers the decision-making parameters enabling them to go "the extra mile" to satisfy customers
- Involves employees in customer service improvement initiatives
- Establishes a customer-focused culture and infrastructure at all levels of management and internal support

III. Customer Service Standards for Telephone - To ensure that the District government provides the highest level of customer service to each caller, District agencies and offices shall implement the following minimum standards for telephone-based customer service.

The overall mandate is to staff the agency's main service number on a 24-hour basis, 7 days a week. Generally, individual employees are to answer phones, comply with voicemail standards, and return calls within 24 hours.

General definitions and guidelines for telephone customer service standards are outlined below.

A. Main vs. Individual Desk Numbers

- Main numbers are entry points into the agency/department; the main number routes calls throughout the organization. The OCME's main number is 202-698-9000, and it is staffed on a 24-hour basis, 7 days a week. An alternative cell phone (202) -329-9000 is to be utilized in emergencies to ensure that the main number is answered even when the main number is not available. When the alternative number must be used, a voicemail message must be generated on the main number to alert constituents to call the alternative number.
- Desk Numbers – are telephone numbers for agency/division employees. All employees should answer calls professionally and courteously. Desk voicemail should also reflect the professionalism provided during a direct conversation with a constituent.

B. Receiving and Returning Telephone Calls

- Returning Telephone Calls – Calls made to all numbers at every level of government should be returned within 24 hours of receipt or the next business day.
- Salutation – State your name and agency and solicit information (i.e., "Thank you for calling agency x. This is John Doe. Can I help you?"). At the end of the conversation, thank the person for calling.
- Receiving a Transferred Call
 - All DC employees are expected to take transferred calls from telephone call distribution points (i.e., Mayor's call Center or other employees within the agency or division).
 - The employees should minimize the number of times a caller is transferred to resolve an issue by distributing the message to the appropriate staff person for resolution. The goal is one transfer per constituent, which should be to another person,

not voicemail. If the call is inappropriately transferred to you, take down the caller's information and have the appropriate individual return the telephone call.

- **Basic Knowledge**
- All DC employees are expected to have a basic understanding of the primary functions of their agency.
- All DC employees must have basic knowledge of District services (i.e., 311, 911, Answers Please, website address, and main agency numbers).

C. Telephone Etiquette

In addition to the requirements for salutation, call transfer, and basic knowledge (as listed in Section III), each telephone call should be handled with the highest level of customer service by all District employees:

- Answer calls within three rings.
- Give customers options (i.e., hold, call back, leave a message, try another number)
- Ask to put the caller on hold and wait for the response
- Check back with customer frequently when placed on hold
- Use judgment by handling callers as you would want your call to be handled
- Provide options for resolution
- Facilitate
- Speak as you would like to be spoken to

D. Courtesy

Each caller to a District agency should be treated with the highest level of customer service by all District employees:

- No speakerphones
- No food or gum while talking with constituent
- No secondary conversations with individuals other than the caller while the caller is on the phone
- Convey sympathy, professional courtesy, and a pleasant attitude
- Provide reference information when transferring calls
- Treat callers as you would want to be treated
- No rudeness
- Do not become confrontational

IV. Customer Service Standards for Greeting

A. Main Agency Greeting - Based upon the requirement that all main numbers are staffed during business hours, the voicemail greeting for all main numbers should be an "after-hours" greeting. This greeting should convey the following information:

- Agency/Department unit hours of operation options for the caller (e.g., leave a message, website address, fax number, information about critical services available after regular business hours)
- Statement on when calls will be returned (i.e., the standard is 24 hours or the next business day)

B. Desk Telephone Standard Greeting - Every telephone equipped with voicemail should have a standard outgoing greeting that is professional, concise, and conveys relevant and valuable information to the caller. Each desk phone greeting should include the following information:

- Name of employee, the employee's title, the employee's organizational unit, the Number to dial for immediate assistance, or "0" for operator assistance.
- Statement on when calls will be returned (i.e., the standard is 24 hours or within the next business day)

Note: The automated greeting option available through the District's voice messaging system does not comply with the standard

C. Extended Absence Greeting – Every employee who will be out of the office for more than two business days (annual/sick leave, training, jury duty) should record an extended absence greeting. In addition to the standards in section B, this greeting should outline the expected return date or forward all calls to an employee in the office.

D. Returning Phone Calls - Calls made to all numbers at every level of government should be returned within 24 hours or the next business day.

See page 35 for additional information regarding your voicemail script

- E. Voicemail Boxes** – All employee voice mailboxes should be set up and ready to accept voice messages. Each voice mailbox should never be full and unable to accept new messages

V. Customer Service Standards for Correspondence

The following policy outlines correspondence standards and formats to be implemented to set precise methods for handling correspondence for the OCME. Generally, written correspondence must be responded to, tracked, and effectively managed promptly as defined in the standard.

Definition: Correspondence is any written material transmitted to or from the agency, division, unit, or an employee for the transaction of agency-related business. This includes letters, memoranda, emails, and faxes submitted to an agency for action or information.

Purpose: To ensure that the OCME provides the highest level of customer service to each constituent or entity that contacts the government in writing, the agency will implement the following minimum standards for handling correspondence. These standards have been developed to ensure the agency is consistently **responsive** and accountable when contacted in writing. All guidelines below have been written with that purpose in mind.

PART I

Acknowledgment: Correspondence requiring action or requesting information from the agency, except when written directly to the Mayor, should be acknowledged or responded to within two business days. This acknowledgment is necessary to manage requestors' expectations and to make them aware that the agency has received the request and is working to resolve it. The correspondence should be forwarded to the employee with direct knowledge, involvement, or expertise.

The acknowledgment should contain the following:

- Thank you for writing
- Realistic timeframe for issue-resolution
- Contact person's name, telephone number, and email address
- Tracking/identification number for the requestor to follow up

This acknowledgment can be in a form of a letter, email, fax, or phone call but should be documented within the agency tracking system (Please see the next topic, Technology/Tracking for minimum documentation standards).

Technology/Tracking: Tracking requirements ensure that agencies appropriately monitor the status of correspondence received and can retrieve documents when necessary. All correspondence must be tracked in an electronic log. This system should be shared throughout the agency. The tracking requirements are as follows:

- An assigned tracking number for individual correspondence and the requestor's identity
- Tracking information on employees to whom correspondence was forwarded for response
- Retrieval capability, keeping a record of original correspondence on file for document recall (i.e., scanned image, file copy)
- Reporting capability (i.e., volume, open/closed status, categorize and summarize)
- Recording specific action taken on correspondence in the system
- Specific status capability (i.e., indicate agency personnel responsible for responding, where the correspondence is in the process of resolution)

Provide Resolution/Fulfill Request: The agency should appropriately resolve all correspondence within the articulated timeframe. Responses should address all issues raised within the initial correspondence and be free from grammatical and spelling errors. When responding in writing, please follow the guidelines in this document's Formatting Letters and Memoranda section.

Email Reply: Unless otherwise indicated by the originator, responding to constituent requests via email is suitable. Should an agency or employee choose this vehicle, the email, at a minimum, must:

- Thank the constituent for writing;
- Be edited to ensure that the message conveys appropriate information and is free from grammatical and spelling errors;
- Provide appropriate signature line (e.g., name, title, agency/department, email address, phone, and fax); and
- Be professional. Email may be used as official correspondence and reflects the agency and government. Email should not contain personal logos, wallpaper, or phrases that differ from the agency's or government's mission or goals.

Suppose resolutions cannot be provided within the articulated timeframe. In that case, the agency is expected to initiate follow-up contact with the constituent, offer a new resolution date, and fulfill the request within this new timeframe.

Individual Employee Responsibility: If correspondence is addressed directly to an individual employee, it is the responsibility of that employee to:

- Assume personal responsibility to respond to and resolve any correspondence addressed to the employee and, if necessary, direct correspondence throughout the agency or to another agency for resolution
- Follow the *acknowledgment standards* outlined above
- Keep a record of the individual correspondence when the correspondence requests agency services or information.
- Use where appropriate, the main agency, unit or department tracking process.

Message-sensitive or policy-sensitive requests should be coordinated through the agency's public information officer, legal counsel, and senior advisor.

Out-of-the-Office Auto-Response: If an employee will be out of the office for more than one full business day (eight hours), it is the employee's responsibility to have an out-of-the-office auto-response email describing:

- the employee's absence from the office
- the expected return date
- when the employee will respond to the inquiry and
- where the writer can call or email for immediate assistance.

Additionally, the employee is responsible for ensuring responsiveness to written correspondence received through the US mail or fax when out of the office. Should this occur, please be sure that individual mail (of a business nature) is responded to according to this standard.

PART II

Requirements for Agency-Initiated Correspondence

General Requirements: Agency-initiated (sponsored) correspondence is any document or literature transmitted to constituents, businesses, or other entities from an agency, division, unit, or employee for information or follow-up purposes. Examples include, but are not limited to, publications, informative literature (e.g., brochures and pamphlets), transaction-based correspondence, letters, emails, faxes, and memoranda.

The following instructions apply to all agency-initiated (sponsored) correspondence to constituents, businesses, agencies, or other entities. These documents, at a minimum, must:

- Include a contact telephone number for constituent questions. Staff who answer this telephone number should understand what the literature entails and how to further assist with inquiries.
- Include the date of publication to regulate version control and timeliness of information.

- Be edited to ensure the message conveys appropriate information and is free from grammatical and spelling errors.

If agency-initiated correspondence contains additional contact information, all information provided should be standard (i.e., primary agency email, fax, and street address) so that employee turnover will not make contact information obsolete.

Facsimiles are considered correspondence, and employees should follow standards for handling faxed documents as outlined herein. Additionally, these documents should:

- Be standard and professional. Faxes should not contain personal logos or phrases different from the agency's or government's mission or goals.
- Include the originator's contact information should the fax arrive at the wrong office/entity or require additional follow-up.
- Be edited to ensure the message conveys appropriate information and is free from grammatical and spelling errors.

Format of Letters and Memoranda: The purpose of formatting guidelines is to ensure uniformity in presenting District government letters and memoranda.

District Agency Home Page Requirements (Website): District-wide website requirements ensure that all agency web pages contain consistent and accurate information that is easily understood and useful for constituents. All website forms should have a designated agency email address (for receipt of submissions) and should follow responsiveness standards. The Office of the Chief Technology Officer has established website standards and guidelines that should be followed accordingly. The OCME website management should be coordinated through the agency's Chief of Staff.

Exemptions: The following exemptions apply to this policy:

- Mayoral issuances (i.e., Mayor's Orders, Mayor's Memoranda, and Mayor's Administrative Instructions)
- Correspondence where laws govern responsiveness (e.g., claims and lawsuits)
- Matters in litigation or where legal rule may apply and govern responsiveness
- Documents or transaction-based correspondence where timeframes for response are established and articulated (e.g., DMV car registration renewal application)
- Documents, transaction-based correspondence, or applications where pre-established regulation processes govern guidelines and responsiveness (e.g., FICA and housing applications)

VI. Customer Service Standards for Face-to-Face Service

Overview and Scope - The OCME adheres to the DC government's face-to-face customer service standards for all aspects of an employee's interaction with customers seeking information or services in person, including the environment in which the interaction occurs.

- Employee Knowledge
- Servicing Environment
- Service Efficiency
- Access to Services
- Customer Interaction

Employee Knowledge

- All employees are expected to have basic knowledge about the government.
- All employees are expected to have a basic understanding of the primary functions of their agency.
- All employees should be able to adequately and appropriately refer customers to information sources (i.e., the DC.Gov website and the Citywide Call Center: 311).

Servicing Environment - The servicing environment is any place customers can walk in to seek services from the government. Within the OCME, these entry points include the receptionist area, where members of the general public must report. The Customer Service Representative is responsible for ensuring the following policies are followed.

Display Requirements - Appropriate and appropriate signs regarding OCME's visitor policies must be displayed.

The following message for OCME visitors should be posted:

“Please be advised that Office of the Chief Medical Examiner visitors are limited to individuals conducting official business. Identifications (by photo only) are provided to no more than three (3) family members or friends of decedents at once. Also, due to the nature of the business conducted at OCME, persons under 18 years of age are not allowed on the premises, and under no circumstances will visitors be allowed access to decedents, biohazards, or confidential information.”

The OCME pamphlets describing agency services shall be maintained, revised, and updated by the agency's Customer Service Representative and posted at all times.

- Descriptions of the agency's services should be posted or otherwise readily available to customers.
- Documents and forms necessary to conduct the agency's primary business should be readily available to customers.
- Hours of operation should be published, posted, and apparent to customers.
- Alternate service access options should be published, posted, and apparent to customers (e.g., web address for electronic transactions)
-

Basic Accommodations

- The environment should be clean and free of litter.
- The room temperature should be adequate for the reception of customers.
- Adequate seating and restroom facilities are required.

Service Efficiency

- Anticipated wait time should be communicated to customers (i.e., customers should be provided with an illustration of forecasted/projected wait time, allowing for appropriate adjustments for peaks and current conditions).
- Predetermined peak times should be proactively communicated to set customer expectations regarding potential wait times.
- Adequate resources should be available to assist customers within posted/published or otherwise communicated wait time.
- Supervisors or their designees should be available to assist with escalated issues during regular business hours upon customer request or as deemed necessary by employees.

Access to Services

- The agency should be able to readily accommodate, assist, or facilitate assistance for non-English speakers.
- The agency should be able to readily accommodate, assist, or facilitate assistance for people who are physically challenged or need help ambulating or navigating the service environment without assistance.

Customer Interaction - All District employees should handle customers with the highest level of customer service. Employees are expected to adhere to all aspects of the following standards:

Standard Salutation (Greeting)

- State name
- State agency name
- Ask the customer how you can be of assistance

Courtesy

- No chewing gum or eating while interacting with customers
- No secondary conversations or interactions contrary to the agency function should be conducted within the servicing environment while customers are present
- Be prepared and available to assist customers when/if sedentary in the servicing area
- Use a customer-friendly tone
- Do not become confrontational

Etiquette

- Acknowledge all customers by at least making eye contact within the first 3 seconds of actual interaction
- Use customer-friendly gestures and facial expressions to welcome and receive customers
- Maintain eye contact
- Listen carefully to customers and take notes if necessary
- Probe to clarify customer's request
- Ask appropriate follow-up questions to verify understanding
- Speak to customers as you would like to be spoken to
- Keep customers informed of the progress on their issues to manage their expectations proactively.
- Assume personal responsibility for each interaction by either servicing the customer or by directing them to where their concerns will be appropriately addressed

Standard Closing

- After the initial request has been fulfilled, ask the customer if they require further assistance or have additional questions.
- Thank the customer for visiting your agency/department/office.

VII. Guidelines for Interactions with Customers with Limited English Proficiency

The core business of the District of Columbia Government is to provide indiscriminate service to the public. Accordingly, the OCME is accountable for recognizing, appreciating, valuing, and respecting the uniqueness of all individuals in performing our duties as government employees and representatives.

The agency is committed to recognizing and celebrating individual differences so that customers and employees feel valued, not just tolerated. More specifically, the agency will commit daily to providing exceptional service to everyone regardless of language, culture, nationality, or ethnic background.

The following guidelines should be followed for customer service opportunities and encounters with people with limited English proficiency.

A. Telephone/Face-to-Face

- Use the proper greeting and acknowledgment based on the District's customer service standards every time a person seeking service enters the servicing environment or reaches a government office by telephone.
- Suppose a customer speaks in a language other than the language(s) that you are thoroughly familiar with. In that case, you must immediately refer to translation or interpretation information/resources for assistance in identifying the language and facilitating the service experience (e.g., Language Line, other translation services, bilingual agency employees, or other agencies).
- If a customer indicates that they Never make guesses or assumptions about the language spoken.
- Never ask a customer if they speak or understand English.
- Only tell a customer that you speak or understand English if asked.
- Never indicate, verbally or in writing, that a customer must speak English to get service.
- Never raise your voice.
- Always be patient.
- Never become physically confrontational (ex., grabbing, shaking, or touching in any way).

If a customer indicates that they can understand and speak English, you must:

- Speak in brief, simple sentences rather than long, compound, or complex sentences.
- Speak slowly and articulate distinctly; do not raise your voice.
- Do not use agency jargon or abbreviations.
- Do not ask “either/or” questions; pose two questions instead.
- If someone has difficulty understanding you, try using different words or phrases.
- Allow the person to translate and mentally process what you have said.
- When necessary, offer the use of translation/ interpretation services.
- Recognize that customers of some cultures could be more demonstrative. For example, a smile may hide more accurate emotions like frustration and confusion.
- Recognize that silence should not be mistaken for misunderstanding or rudeness. A customer may be silent for several reasons, including respect for your authority, agreement with what you are saying or doing, or fear of being judged on their ability to speak English.
- Watch for non-verbal cues, such as nodding, indicating that the customer understands what you are saying or doing. Recognize that everyone may not use verbal reinforcements such as “I see” or “Uh huh.”
- Show mutual respect to every customer who seeks your assistance or services.
- Follow the District’s established customer service standards, including telephone and face-to-face interactions.
- Be prepared to assist every customer seeking services from your agency by knowing your available resources and how to appropriately and efficiently use those resources.

B. Correspondence

- If you receive correspondence written in a language other than the language(s) that you are thoroughly familiar with, immediately refer to translation information/resources for assistance in identifying the language and to facilitate drafting a response to the customer (For example, use Language Line, other translation services, bilingual employees of your agency, etc.).
- Acknowledge and respond to all correspondence within 48 hours or two business days using the standardized acknowledgment letters presently translated into Amharic, traditional Chinese, French, Korean, Spanish, and Vietnamese. Should you receive correspondence in a language other than the ones listed, immediately refer to translation information/resources for assistance to identify the language and to facilitate drafting a response to the customer (For example, use Language Line, other translation services, bilingual employees of your agency, etc.).
- Never respond in English to correspondence that is written in other languages.
- Never send requested materials, pamphlets, brochures, etc., written in English to customers who have asked for such materials in other languages.
- Never respond to correspondence in other languages indicating that requests must be re-written in English for services to be provided.
- Always follow all of the District's established correspondence customer service standards.
- Be prepared to ensure a timely response to correspondence written in other languages by knowing what resources are available and how to appropriately and efficiently use those resources.



- Greet all customers appropriately and be prepared to assist those with limited English proficiency.
- Use language translation resources to identify the language being spoken accurately.
- Facilitate service interactions in English only when customers indicate proficiency.
- Use appropriate language translation resources to facilitate service interactions when necessary.
- Remain calm, patient, and professional at all times.
- Assist customers in the order in which they arrive.
- Ensure that commonly requested documents are available in the languages spoken by your customers and use translation or interpretation resources to draft appropriate responses when necessary.



- Ask a customer if they speak or understand English.
- Make guesses or assumptions about a customer's native language.
- Tell a customer you only speak or understand English unless specifically asked.
- Indicate, verbally or in writing, that a customer must speak English to receive services.
- Raise your voice or display other unprofessional behaviors when assisting a customer.
- Make customers with limited or no English proficiency wait for service.
- Send English versions of documents or responses to requests from customers that are written in other languages.

DON'T LET TIME CATCH-UP WITH YOU



Emails

You must respond to all emails within 24 hours or the next business day.



Phone Calls

You must respond to all phone calls within 24 hours or the next business day.



Mail Correspondence

You must respond to all mail within 7-14 business days.



HOURS OF OPERATION

OCME's official business is conducted 24 hours a day, seven days a week. However, Normal business hours are from 8:30 am to 4:30 pm, Monday through Friday.

The facility has specific hours of operation for decedent identification and business conducted with funeral directors. *Decedent identification hours are between 10:00 am and 4:00 pm, Sunday through Saturday. Funeral directors are allowed access to the facility between 10:00 am to 6:00 pm, Sunday through Saturday.*

Employees may have shifts or work hours outside the normal business hours and will be provided with their schedule by their supervisor. Some employees are required to work rotating shifts per their position description.

Normal Business Hours

8:30 am – 4:30 pm
Monday - Friday

Identification Hours

10:00 am – 4:00 pm
Sunday - Saturday

Funeral Directors Hours

9:00 am – 6:00 pm
Sunday - Saturday



PERSONAL GREETING SCRIPT

Hello, you have reached (Your Name - Your Position) with the Office of the Chief Medical Examiner.

I regret that I am unable to receive your call right now.

Please leave me a brief message, and I will respond to your call within 24 hours or the next business day.

If you require immediate assistance, please call 202-698-9000 to reach the Identifications Unit, and someone will gladly assist you.

Thank you for calling and have a good day.

EXTENDED ABSENCE GREETING SCRIPT

Please listen to this message as it has changed.

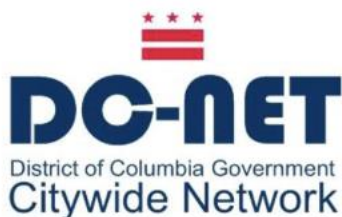
You have reached (Your Name - Your Position) with the Office of the Chief Medical Examiner.

I will be out of the office from _____ until _____.

I will return all calls when I return to the office on _____.

However, if you need immediate assistance, please call 202-698-9000 to reach the Identifications Unit, and someone will gladly assist you.

Thank you for calling and have a good day.



Cisco Unified IP Phone 9971 Users Guide




- 1 Dial
- 2 Hang up
- 3 Answer
- 4 Mute
- 5 Divert
- 6 Forward All
- 7 Hold
- 8 Do Not Disturb
- 9 Conference
- 10 Transfer
- 11 Call History
- 12 Directories
- 13 Shared Lines
- 14 Voicemail
- 15 Tips



Note For best results, print on 8.5 x 14" (legal-sized) paper.

1 Dial

To dial, lift the handset and enter a number. Or:

- Press an unlit session button  (right side).
- Press the **New Call** softkey.
- Press the (unlit) headset button  or speakerphone button .

Dial from Call History

As you enter a phone number, matching numbers display from your call history.




Double-tap a number to dial it, or scroll to the number and press the **Select** button in the Navigation pad.

Redial the last number

Press the **Redial** softkey.




Speed dial

Press a speed-dial button  (if available). Or, enter a speed-dial code while on-hook (no dial tone), then press the **Speed Dial** softkey.

Your system administrator can help you set up speed dials from your User Options web pages.





2 Hang up

To end a call, replace the handset. Or:

- Press the Release button .
- Press the **End Call** softkey.
- Press the (lit) headset button  or speakerphone button .

3 Answer

To answer a ringing call , lift the handset. Or:


- Press the flashing amber session button  (right side).
- Press the **Answer** softkey.
- Press the (unlit) headset  or speakerphone  button.
- Press the **Select** button in the Navigation pad. 




Call Waiting

If you get a second call while the first call is active, a second session label displays.



To connect the second call and put the first call on hold automatically, press the flashing amber session button  (right side).

Multiple lines

If you use multiple lines, press the **All Calls**  button to see all calls on all lines (oldest first). Otherwise, your phone displays calls that are on the selected line only.

To see which line is selected, look for a blue icon on the line label (left side of screen) and the line extension in the header bar (top of screen).

All Calls uses your primary extension.

4 Mute



Press the **Mute** button  to toggle Mute on and off. When Mute is on, the Mute button glows red.

5 Divert

Use Divert to redirect a ringing or active call to voicemail or to another phone number (set up in advance by your system administrator). You must resume a held call before you can use Divert.


Divert affects the highlighted call only. If necessary, scroll to the call before pressing **Divert**.



6 Forward All

1. Press the **Forward All** softkey.
2. Enter a phone number, select a number from Call History, or press the **Messages** button  (to forward to voicemail).
3. Look for Forward All icon  on your screen.
4. To cancel call forwarding, press the **Forward Off** softkey.



Your system administrator can help you forward calls remotely from your User Options web pages.

7 Hold

1. Press the **Hold** button .



The hold icon  displays and the session button pulses green.
2. To resume the highlighted call, press the pulsing green button , the **Resume** softkey, or the **Select** button in the Navigation pad. (Note that pressing the **Hold** button again does not resume a call from hold.)

8 Do Not Disturb

Press the **DND** button (if available) to toggle DND on  or off .

When on, Do Not Disturb (DND) mutes the ringer and may block visual notification for new calls.

9 Conference




1. From a connected call  (not on hold), press the **Conference** button .
2. Make a new call.
3. Press the **Conference** button or the **Conference** softkey (before or after the party answers).

The conference begins and the phone displays “Conference” instead of caller ID.



4. Repeat these steps to add more participants.
The conference ends when all participants hang up.

“Conference in” a held call

1. From a connected call  (not on hold), press the **Conference** button .
2. Press the pulsing green session button  for the held call that you want to add.



Or, if the held call is on another line, press the **Active Calls** softkey, choose a call from the list, and press the **Conference** softkey.

The conference ends when all participants hang up.


View & remove conference participants

During a conference, press the **Show Details** softkey. To remove a participant from the conference, highlight a name and press **Remove**.




10 Transfer

1. From a connected call  (not on hold), press the **Transfer** button .
2. Call the transfer recipient.
3. Press the **Transfer** button or the **Transfer** softkey (before or after the party answers).
The transfer is complete. Confirmation displays on your phone screen.

11 Call History

Press the **Applications** button  and select **Call History**.



The last 150 calls display:

- Missed calls 
- Placed calls 
- Received calls 

To dial, double-tap a call. Or, scroll to a call press the **Select** button in the Navigation pad or the **Call** softkey.


To view details for a call, highlight the call and press these softkeys: **More > Details**.

View new missed calls

Press the session button  next to the Missed Calls icon  on the right side of the screen (may include a count of missed calls). The Missed Calls icon displays in this location when you have new (not yet viewed) missed calls.



Or, view your missed calls history by opening call history and pressing the **Missed Calls** softkey.

12 Directories

1. Press the **Contacts** button  and select a directory.
2. Enter search criteria and press **Submit**.
3. To dial, double-tap a listing. Or, scroll to a listing and press the **Select** button in the Navigation pad or the **Dial** softkey.


13 Shared Lines

If you share a line with a co-worker or an administrative assistant:

- Either you or your co-worker can answer a ringing call on the shared line.
- When your co-worker has a call on the shared line, your shared line button  is solid red and the call displays on your screen.
- When your co-worker puts a call on hold, the session button  on your phone pulses red. You or your co-worker can resume the call.


Privacy & Barge

You or your co-worker can use Privacy to block calls from displaying on the other person's screen.

If your co-worker is not using Privacy, you can press the red session button  on your phone to “barge” (add yourself to) a call on the shared line, creating a conference.




14 Voicemail

New message indicators:

- A solid red light on your handset.
- A stutter dial tone on the line (if enabled).
- A voicemail icon  next to the line label and session button (may include message count).



Listen to messages

Press the **Messages** button  and follow the voice prompts. Or, press the session button  next to the voicemail icon .

15 Tips


What are the buttons next to my screen?

- The buttons on the left side of your screen are line (and feature) buttons. Line buttons change line views but do not affect active calls.
- The buttons on the right side of your screen are session buttons. Each call correlates to a session button. Use session buttons to answer and resume calls or to view call details.


How do I use the touchscreen?

- To select items, gently press or double-tap (as needed) using your fingertip or a pencil eraser.
- To scroll down a page, “flick” the last item up.
- To disable the touchscreen for 60 seconds, press and hold the **Select** button in the Navigation pad until confirmation displays.


How do I silence my ringing phone?

Press the left side of the volume button  one time while the phone is ringing.

How do I change my ringtone?

1. Select **Applications**  > **Preferences** > **Ringtone**, then select a line and press **Edit**.
2. Select a ringtone and press **Play**, then press **Set**.

What does the Back button do?

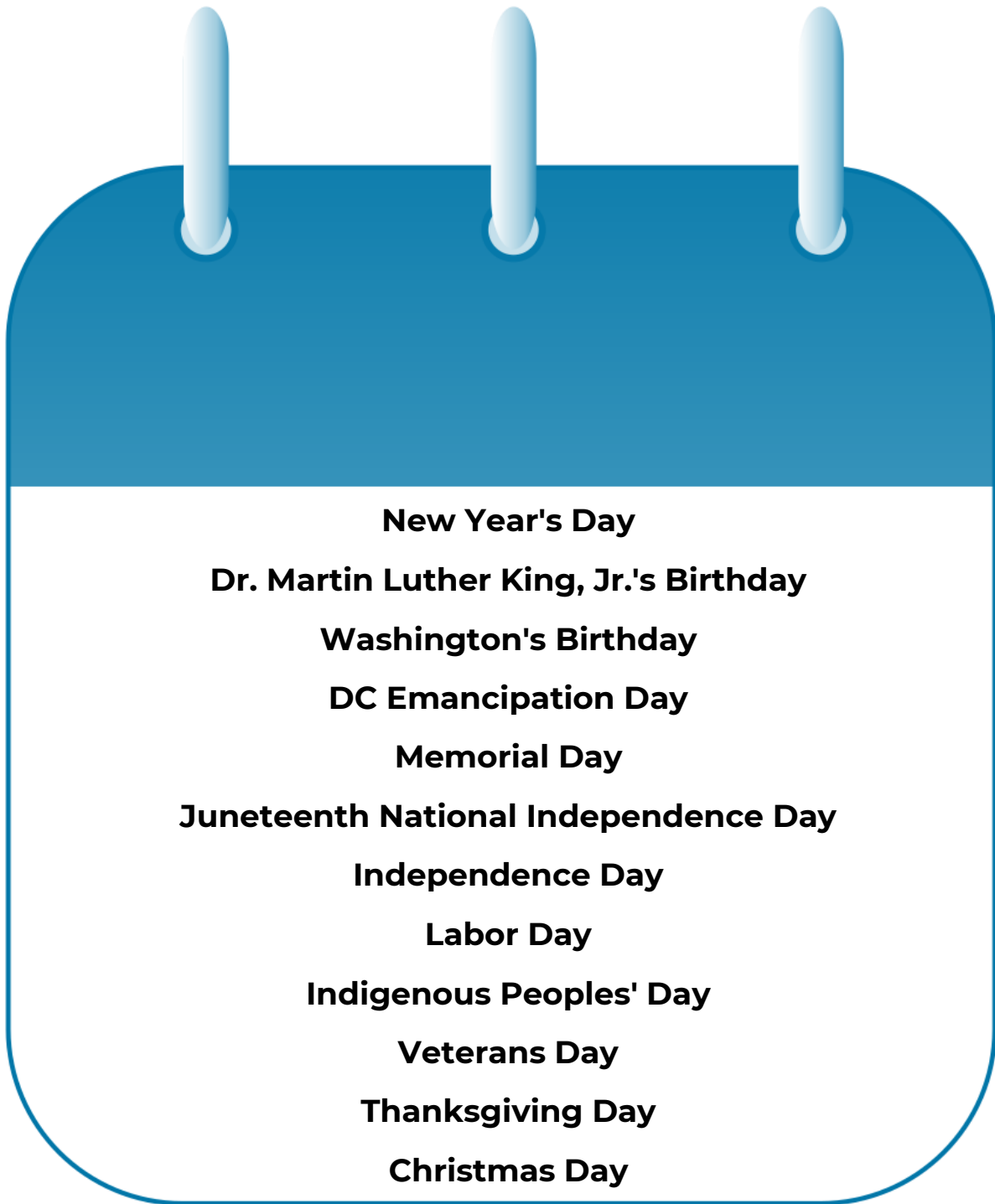
Press the **Back** button  to back out of applications and menus.

Cisco 9971 Interactive Demo

http://www.cisco.com/en/US/prod/voicesw/ps6788/phones/ps10453/ip_phone_9971_3d_kaon.htm



DCNET Help Desk: 202-715-3733
DCNET Customer Care: 202-715-3801



In accordance with District Personnel Manual § 1222.1(b), whenever a legal public holiday falls on a non-workday, the holiday shall be the Monday right after a legal public holiday occurring on Sunday, or the Friday immediately before a legal public holiday occurring on a Saturday.

OCME's building front and reception area/lobby should be maintained professionally as a business establishment. Due to the nature of the agency's business, it should also be a serene and welcoming environment for all guests, particularly next of kin and friends of decedents. Employees cannot congregate in the communications/ intake area for social gatherings or meetings, eating, drinking, or smoking.

LUNCH

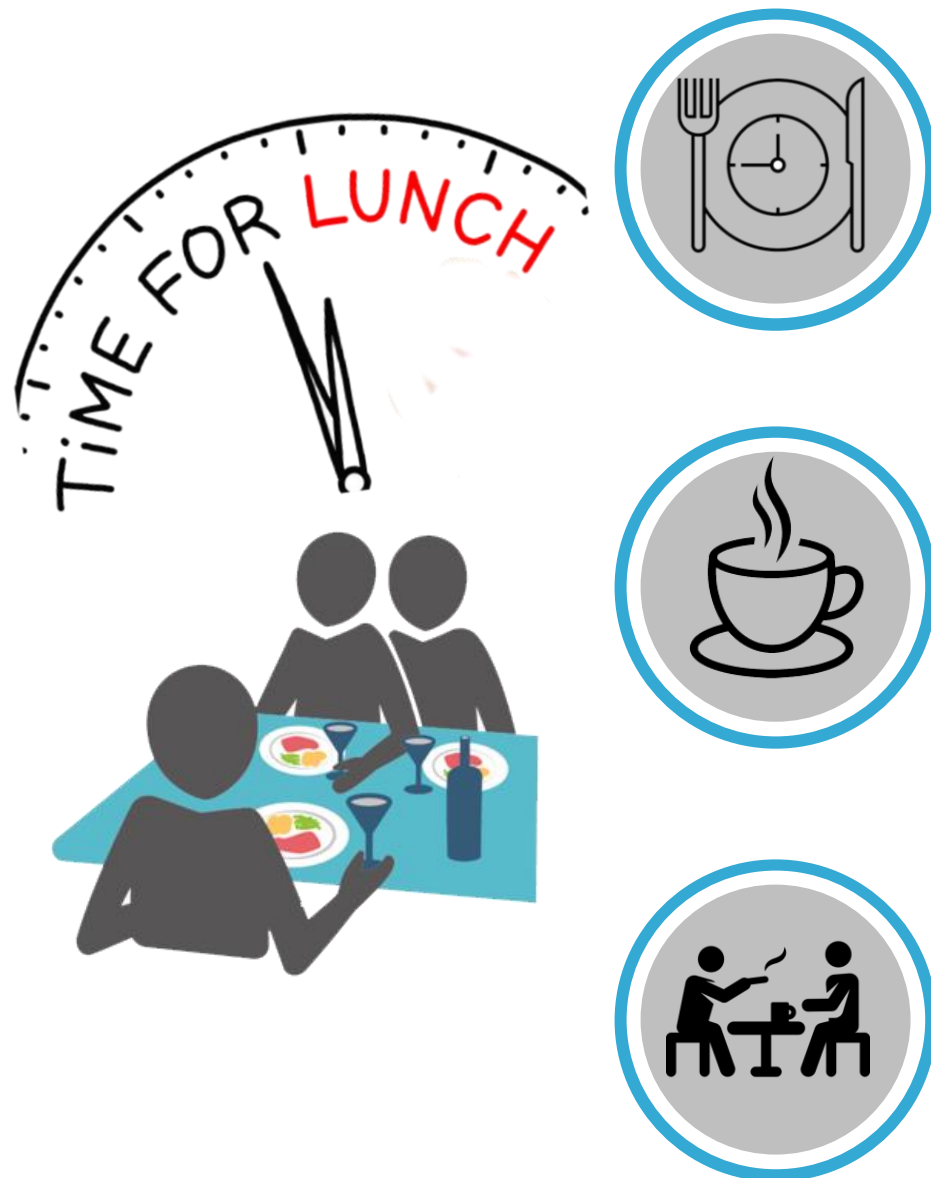
30 MINUTES

Lunch periods are established by each person's immediate supervisor and, in all cases, will be no longer than one-half hour without prior approval from the employee's supervisor. Exceptions to this policy will be granted consistent with the District's leave policy. Lunch periods for employees working in 24-hour units must always be rotated to ensure unit coverage.

BREAKS

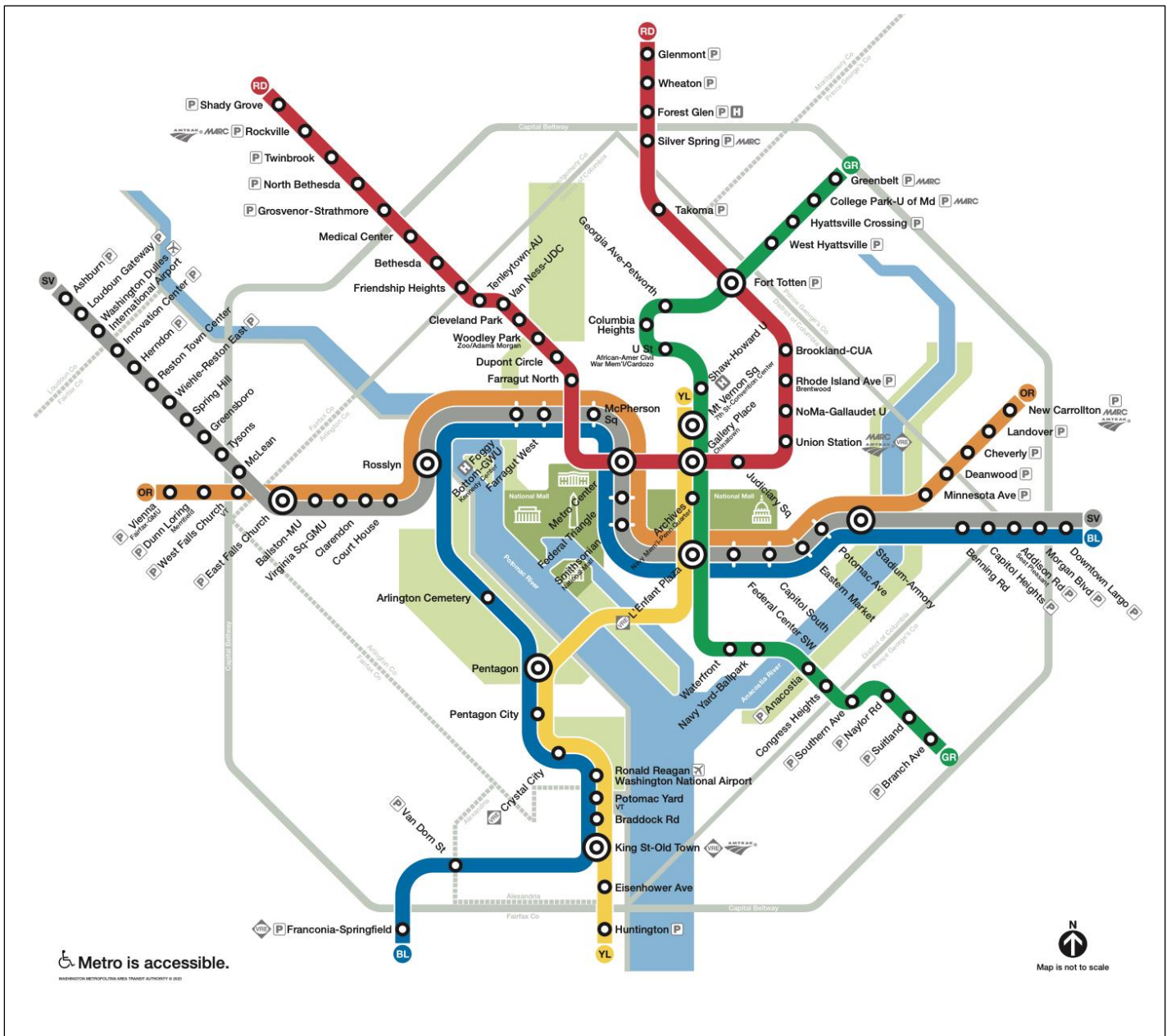
2 - 15 MINUTE BREAKS

A break area/kitchen is available for employees to eat lunch or take breaks. A microwave, refrigerator, soda machine (1st floor), sink and table are provided for employee use. All employees are responsible for maintaining a clean environment in the break area.



METRO STATIONS NEAR OCME

401 E STREET, S.W., WASHINGTON, DC 20024



	Federal Center SW 401 3rd Street SW, Washington DC 20024	0.15 miles
	600 Maryland Ave SW, Washington, DC 20024	0.26 miles
	399 M Street SW, Washington, DC 20024	0.49 miles

CFL PARKING GARAGE

Employees must be authorized to park at the CFL facility.

All vehicles authorized to park inside the building must have a permit hangtag and a transponder to open the garage door.

Vehicles without the required permit tag will be ticketed and towed.

AUTHORIZATION FOR CFL PARKING

A specified number of spaces are provided to the agency for staff parking. Such spaces are allocated to staff based on agency needs for management parking and Employee seniority at the agency. Employees shall contact agency management regarding the allocation of agency parking spaces.

The CFL has a specified number of spaces available for Employees on a first-come, first-served basis, including carpool and handicap spaces. Employees shall contact the CFL Business Management regarding allocating such parking spaces.

Once a parking space has been allocated to an Employee, the individual Employee must complete paperwork with OCME's parking coordinator.

OPERATING GOVERNMENT VEHICLES

All employees operating Government vehicles must possess a valid driver's license and complete a driver's authorization request in ERISK.

The Office of the Chief Medical Examiner has assigned government vehicles. Employees in need of transportation for government business may contact the Supervisory Forensic Mortuary Technician.

Training is essential to the OCME’s strategic planning to meet its mission. This includes an Employee’s individual growth and development in the knowledge and skillset required to perform their job efficiently, competently, and safely.

The OCME will provide mandatory training per licensure requirements, collective bargaining agreement clauses, safety mandates, and performance plan goals, including mandatory training based on the employee’s job duties. The Supervisor will keep records of each employee’s training. Employees must complete mandatory courses in the timeframe provided or may be subject to disciplinary action.

Required safety training courses include, but are not limited to:

Training	Required Attendees
Basic Orientation	All employees
Sexual Harassment	All employees
Incident Reporting & Investigation	All employees
Emergency Response Plan (ERP)	All employees
Sexual Harassment	All employees
Continuing Operations Plan (COOP)	All employees
Information Technology (IT) Cyber Security	All employees
Mass Fatality Plan (MFP)	All employees
OSHA Courses, <i>PPE</i> , BERT Plan	All employees
Universal Precautions, Blood-borne Pathogens Air-borne Pathogens <i>(Respirators/Tuberculosis) Hazard Communication, Radiation Safety, Radiation Safety</i>	Bert Members
Vehicle Operations	Medicolegal Investigators, Forensic Autopsy Transport Technician, Forensic Anthropologists, Medical Technologists, Forensic Investigators, Forensic Autopsy Technician, Medical Examiners
CFL Level I Safety	All employees
CFL Level II Safety	All employees
	Medicolegal Investigators, Forensic Autopsy Transport Technician, Forensic Anthropologists, Medical Technologists, Forensic Investigators, Forensic Autopsy Technician, Forensic Toxicologist, Medical Examiners

The Safety Orientation Training will encompass reviewing the written safety policies with all employees and reviewing the safety committee information. Employees should be told how, when, and to whom to report all illnesses, injuries, and hazards. The employees should be shown where first aid supplies are located, who to call for first aid, where the exits are located, and the evacuation route from the assigned workstation or work area. The entire emergency response plan should be reviewed. Basic training should also cover what type of chemicals and biohazards exist within the facility, where to find Material Safety Data Sheets (MSDSs), and how to read and use the MSDSs.

This policy establishes general dress standards for all Office of the Chief Medical Examiner (OCME) employees.

Applicability: This order applies to all OCME employees.

The OCME provides services to District government employees and the public, including furnishing information and rendering services and programs. Each employee of the OCME is expected to present a positive and professional image of OCME and themselves by being well-groomed and wearing appropriate office attire per 4DCMR §804. All employees are expected and required to dress professionally during the workday in a manner appropriate to and consistent with their job responsibilities. Those employees whose responsibilities involve attending internal and external business meetings are expected to dress appropriately for those occasions.

The OCME Dress Standards Policy is not intended to prohibit professional ethnic and religious attire if such attire is appropriate for the workplace and does not interfere with the goal of the OCME to present a positive and professional image in carrying out its mission and functions. In accordance with the Human Rights Act of 1977 (D.C. Official Code § 2-1401.01 et seq.) (2001), this policy is not intended to discriminate against any OCME employee based on their appearance. Because it is impossible to specify every appropriate and inappropriate attire, the examples in section 4 of this Order are provided as general guidance.

OCME employees are expected to exercise sound judgment in applying and enforcing this policy.

The OCME Dress Standards Policy is not intended to be an employment contract and is subject to change at any time.

<i>Examples of appropriate office attire included, but are not limited to:</i>	<i>Examples of inappropriate office attire include, but are not limited to:</i>
Suits	Beachwear
Sports Coat	Tank tops (unless worn under a blazer – style jacket or sport coat)
Blazer-style jackets	Sport shirts
Long-sleeved or short-sleeved collared shirts worn with or without neckties (including those made to be worn over slacks and not tucked in)	“Muscle” shirts
Long-sleeved or short-sleeved band collar shirts	Backless or strapless tops (unless worn under a blazer-style jacket or sport coat)
Dress pants or slacks	Bare midriff tops
Pressed Khakis	Clothing designed for exercise or dance (leotards, sweatpants, sweatshirts, stirrups, biker shorts, warm-ups, or jogging suits)
Blouses	Jeans*
Turtlenecks	Personal mobile phone in ear
Mock turtlenecks	Cut-off shorts or pants
Dickeys (worn under a jacket, sweater, shirt, or blouse)	Spandex tops and pants
Sweaters	Dresses, shorts, and skirts shorter than 3 inches above the knee
Dresses	Extremely low-cut dresses
Skirts	Flip-flops
Short suit sets	Slippers
Pants suits	Thongs, beach, and similar footwear
Dress shoes	Work or hiking boots
Flats	Tennis shoes
Loafers	Sneakers
Sandals	Any attire with wording, slogans, depictions, or objects other than a trademark, excluding fabric prints and designs such as plaids, flowers, stripes, paisley, etc.

Exceptions: It is recognized that there will be occasions when work requirements justify some deviation from everyday work attire. Examples included but are not limited to the following:

- OCME units that are provided full uniforms (i.e., Investigations and Mortuary).
- Partial uniforms (i.e., Anthropology Identification Unit and Records Management) must be coordinated with appropriate office attire when applicable.
- When a short or long-term medical condition requires that an employee wear a specific type of clothing (i.e., tennis shoes/sneakers after foot surgery, loose clothing needed to accommodate a cast, etc).

- Jeans, t-shirts, and tennis shoes/sneakers may be worn when offices are being cleaned, files or boxes are being moved, or similar activities are being done.
- Tennis shoes/sneakers worn to and from the office during lunch breaks and when employees leave.

NOTE: *Besides the above exceptions, OCME employees can wear “jeans,” otherwise considered inappropriate work attire, when necessary and on casual Fridays.*

Identification: For security purposes, every OCME employee must wear the agency-issued identification badge while performing their duties on the agency’s premises, even if away from the office. While in the office, employees should have such identification in a visible place or where it can be readily shown. While outside of the office and on official business, such identification should be kept where it can be readily shown.

Enforcement: Supervisors in the OCME ensure that each employee understands and complies with the OCME Dress Standards Policy. Any employee who is “inappropriately dressed” during work hours, as that phrase is defined in this policy, may be required by his or her supervisor to change into attire that conforms to this policy.

An OCME employee who violates this policy will be disciplined in accordance with the District of Columbia Government Comprehensive Merit Personnel Act of 1978 (CMPA), effective March 3, 1979 (D.C. Law 2-139; D.C. Official Code § 1-601.01 et seq.) (2001), or applicable D.C. personnel regulations, as follows.

This policy specifies security protocols for employee and visitor access to various areas of the OCME. This policy ensures a safe and secure workplace for employees, safeguards the process of medicolegal death investigation, and protects the confidentiality of medical examiner casework and the integrity of evidentiary material.

Building Access - The DC Office of the Chief Medical Examiner (OCME) is located on a portion of the first, fifth, and sixth floors of the Consolidated Forensic Laboratory (CFL) at 401 E St, SW, Washington, DC 20024. The CFL is a 100% ID check building for all OCME employees and visitors. Government-issued identification is required.

Employees - shall be issued a District government photo ID card, which must be worn and visible when employees are in the building. The ID card includes the employee's name, agency, date issued, expiration date, and current photo.

The Employee photo ID card also serves as a building access card, programmed to grant security access to various areas within the building. When entering and leaving the building, the badge must be swiped at the security scanner. Data from the badge swipe can be used to determine the employee's presence in the building during an emergency.

This card records each employee's access time and date into such areas and is used as a security measure. Because the access cards are assigned to specific employees, employees should only use the cards provided to them to access various areas of the building. Access cards must be kept from employees or provided to their employees for use. An employee is accountable for movement throughout the building that is recorded on the card assigned to them, even if another person used it. If an access card is misplaced, the employee must immediately report the matter to the Management Services Officer.

Employees must sign when entering and exiting their work areas of the building for their tour of duty. Logbooks are provided for employees to record their name, date, and time of entering and exiting the building for their tour of duty.

Certain temporary employees are also issued District government photo ID cards and must follow the protocols described above (i.e., residents).

Suppose an employee loses the photo ID badge. In that case, they shall report the loss to the Management Liaison Specialist immediately so that it can be disabled and a replacement can be initiated.

Suppose an employee's photo ID badge fails to work. In that case, the employee shall report the issue to the Administrative Unit immediately so that the problem can be researched and resolved and a new photo ID badge be initiated.

Upon termination, an employee must return the district's government photo ID card to the Management Liaison Specialist or supervisor during the exit interview. It is subsequently provided to the Management Liaison Specialist immediately to be disabled. Suppose an employee leaves District service without returning the ID badge. In that case, it must be "summarily removed" per Chapter 16 of the District Personnel Manual, or for an emergency "cause," the Management Liaison Specialist may disable an employee's ID badge for security purposes.

Visitors - Employees must follow all security procedures when working with customers, the public, or expecting visitors. A visitor is any individual whom OCME does not employ.

Visitors must follow all protocols set forth by the Protective Services Division (PSD) for receipt of a building identification badge.

Contractors are a type of visitors. They may be provided with special long-term access and badges that provide such access.

Visitors and Contractors may enter the CFL from the main entry on E Street, SW. Contractors may also enter from the CFL Loading Dock.

PSD will follow the OCME standard operating procedures in contacting a representative for visitor notification. All visitors must be escorted by the OCME Customer Service Representative or the employee(s) they are visiting.

Employees shall only open secured doors for visitors if authorized. Visitors, including Funeral Directors and law enforcement personnel, must wait in designated areas or the first-floor lobby until an OCME employee escorts them to the appropriate destination in the building.

Anyone observing a person(s) without proper identification or an employee escort must direct them to the first-floor lobby security desk and inform PSD. Should the person(s) refuse to comply, employees must immediately notify PSD.

Visitors to the OCME are limited to individuals conducting official business. Visits for decedent identification are limited to three persons per decedent at once within the facility. Due to the nature of the business conducted at OCME, people under 18 are allowed on the premises if authorized.

Under no circumstances will visitors be permitted access to decedents, biohazards, or confidential information.

While it is recognized that OCME employees may have family members and friends who periodically have legitimate reasons to visit the office, these visits must be brief and restricted to the first-floor reception area unless otherwise authorized.

Visitor and Contractor badges automatically expire.

Secured Doors: All secured doorways (entrances/exits with controlled card readers) must be closed at all times other than when entering or exiting. Doors should be kept from being left or propped open for periods. Employees should ensure that all secured doors close securely when entering or exiting. All employees must adhere to this policy for their security and their colleagues. PSD is alerted when a door is left or propped open for an extended period. If a door must be propped open for an extended period for official business, an employee must notify their supervisor and PSD.

Laboratory Spaces: Managers of Laboratory Spaces (i.e. Toxicology, Histology, Mortuary,

Anthropology) must sign for keys to various areas within those laboratories. These managers are

responsible for the keys and the items within these areas. Any keys lost must be immediately reported to their supervisor and the Administrative Services Coordinator.

Administrative Spaces: Certain Administrators must sign for keys to various administrative areas within the agency and may sign for “Master” agency keys. These Administrators are responsible for the keys and the items within these areas. Any keys lost must be immediately reported to their supervisor and the Administrative Services Coordinator.

Employee Offices: Those employees with offices must sign for the key to the office. Keys to the desk and cabinet spaces are available in the office and are the occupant's responsibility. Any keys lost must be immediately reported to their supervisor and the Administrative Services Coordinator.

Office/Cubicle: Those employees occupying office/cubicle areas are provided keys to the desk and cabinet spaces that accompany the areas. Any keys lost must be immediately reported to their supervisor and the Administrative Services Coordinator.

Records Management: When not in use, employees must keep all materials containing confidential information in a locked file cabinet or office. All contact with or viewing of confidential information by unauthorized individuals is prohibited. Employees shall not release confidential information to unauthorized individuals, including unauthorized employees or the general public.

Records Management Unit: Medical Examiner Case files are maintained in the Records Management Unit. The Records Management Unit shall always remain locked, and only authorized employees may enter the medical records area. Except in emergencies or during non-business hours, an individual may only enter the unit if accompanied by records unit personnel. In these circumstances, the Chief Medical Examiner, Deputy Chief Medical Examiner, Chief of Staff, General Counsel, or other staff authorized by one of these three employees shall have access. Unauthorized employees must request information or records and sign out all case files. Medical Examiner Case files can only be taken from the OCME facility if authorized by the Chief Medical Examiner or General Counsel.

Fatality Review Division: The Fatality Review Division records are confidential and shall be maintained in a locked file cabinet or office. After each fatality review meeting, documents must be returned to agency staff and shredded in the meeting room, not removed. Attendees at all fatality review meetings must also sign a confidentiality statement.

Garage: The CFL garage is secured by remote control devices provided in each vehicle. Employees must have photo ID access cards to gain access from the garage to the building areas.

Visitors are not allowed access to the building area via the garage levels.

The following policies apply to all OCME employees provided with IT and other equipment (i.e., computer systems, laptops, desk phones, cell phones, tablets, and radios). All equipment issued to OCME employees is the property of the District of Columbia government and is provided to employees to conduct official business. Official business shall mean activities conducted as part of an OCME employee's employment responsibilities with the agency. Accordingly, while the majority of equipment usage is expected to be for official business purposes only, reasonable and minimal incidental use of the equipment for personal business is acceptable, as long as (i) the OCME incurs no additional cost for that use; (ii) the use does not inappropriately interfere with official business of the agency; (iii) the use does not adversely affect the performance of the employee's official duties or work requirements; (iv) the use is limited in duration and frequency; and (v) the use is restricted to matters that cannot be addressed during non-duty hours.

Examples of Incidental Usage:

- Communications to alert household members about working late or other schedule changes.
- Communications to make alternative childcare arrangements.
- Communications with doctors, hospital staff, or daycare providers.
- Communications to determine the safety of family or household members, particularly in an emergency.
- Communications to make funeral arrangements.
- Communications to arrange emergency repairs to vehicles or residences.
- Communications to businesses or Government agencies can only be contacted during work hours.
- Communications to arrange emergency repairs to vehicles or residences.
- Any unauthorized use of IT or other DC government equipment will not be tolerated and may result in disciplinary action, including termination.

A. COMPUTER SYSTEMS: The provision of computer systems to OCME employees is at the discretion of management and is dependent upon employees' job functions. Accordingly, while most computer system usage is expected to be used for official business purposes only, reasonable and minimal incidental use for personal business is acceptable.

Prohibited Uses:

- Any purpose that violates a DC government law, code, policy, standard, or procedure.
- Purposes not directly related to the mission, charter, or work tasks of a DC government agency.
- Private business, including commercial advertising.
- Transmitting information or statements that contain profane language, panders to bigotry, sexism, or other forms of prohibited discrimination, or can in any way be construed as intending to harass or threaten another individual.
- Disrupting, obstructing, or burdening network resources.
- Disseminating or soliciting information that would reflect negatively on or damage the public image of the DC government or its agencies.
- Any activity meant to foster personal gain.
- Religious or political activity.
- Making unauthorized purchases.
- Transmitting confidential or sensitive information (e.g., medical information, information considered privileged under an attorney-client relationship, information subject to the Privacy Act, proprietary information, or other information that must be protected from unauthorized disclosure) unless protected by an approved encryption mode (refer to applicable information security policies, standards, and procedures). Such messages will be identified immediately below the message header (i.e., the Subject, Data, From, and To lines) as "CONFIDENTIAL/SENSITIVE INFORMATION [or ATTORNEY/CLIENT PRIVILEGED INFORMATION] - DO NOT RELEASE TO UNAUTHORIZED PERSONNEL." In such cases, the sender must also be certain that the recipient is properly authorized to receive and view the information.

LAPTOPS: The dissemination of laptop computer systems is at the discretion of management. Laptops issued to OCME personnel are the property of the District of Columbia government and are provided to certain OCME employees for their use in conducting official business. Laptops are a means by which personnel can travel with current projects and assignments if they have to be away from their place of duty for an extended period or require work performance at another site (i.e., home – to facilitate approved telework- or another office.

IT support must be notified immediately if a laptop is lost or damaged or technical problems are encountered. If a computer is lost, it will be the responsibility of the personnel to whom the computer is provided to pay for any replacement costs.

Employees issued laptops must agree in writing ("Term Agreement") to follow the laptop policy. This agreement is kept in the employee's agency Personnel file while the laptop is in the employee's possession. Employees must have government-issued laptops, phones, and any attachments provided when they leave the agency.

VPN: Certain employees are provided remote 24-hour access to OCME desktop computing through Virtual Private Networks (VPN) – from locations with Internet access. Any undocumented or unapproved connections will be considered a security breach to the DCWAN and disconnected immediately, pending a vulnerability review by the District of Columbia Information Security Program.

B. COMPUTER SYSTEMS

Email Introduction: Email is an efficient and timely communications tool that the DC Government provides to its employees, contractors, and volunteers to support DC government functions and conduct government business within its organization, with government and private business partners, and with the public. Appropriate use of the DC Government email system can enhance productivity and intra-governmental communication. Still, inappropriate use can conflict with DC government policies and compromise the system's availability. This policy defines requirements and prohibitions for appropriate use of the DC government email system or any messaging system that uses the District's computer network.

Principles:

- Use of the DC government email system constitutes consent to abide by all elements of this policy, including such reviews of email correspondence as may be necessary and appropriate to effect DC Government policies concerning the use of the email system and in aid of law-enforcement and auditing activities of federal and District of Columbia government agencies.
- DC Government email systems and services are "DC Government facilities," as that term is used in other policies and guidelines. Any electronic mail address or account assigned by the DC Government to individuals, sub-units, or functions of the DC Government is the property of the District of Columbia and under the management control of the Office of the Chief Technology Officer.
- All DC government policies relating to intellectual property protection, privacy, misuse of government resources, sexual harassment, data security, and confidentiality apply to the use of DC Government email by persons and entities described under "Scope" above.
- Emails are the equivalent of letters sent on official letterhead and must, therefore, be written in a professional and courteous tone.
- DC government email is public, not private, not only because its principal purpose is the conduct of DC government functions but also because the email system permits forwarding and other wide distribution of messages without the sender's consent. Therefore, senders and receivers of email cannot expect privacy concerning DC government email messages.
- Email messages are public records and are therefore subject to public inspection, FOIA requests, and legal discovery unless otherwise protected by DC or federal law.

Allowable Uses:

- Communication and information exchange directly related to the mission, charter, or work tasks of a DC government agency.
- Research and information exchange in support of standards, analysis, advisory, and professional development activities related to the user's DC government duties.
- Announcement of DC government laws, procedures, policies, rules, services, programs, information, or activities, subject to the broadcast email requirements described below.
- Application for, or administration of, contracts or grants for DC government programs or Research.
- Other governmental administrative communications that do not require high security.
- Interagency and external broadcast correspondence limited to 100 recipients or fewer.
- Is not sent to the group distribution list of any other agency, and
- Does not constitute or contain (as an attachment or otherwise) any inter-agency or external bulletin, newsletter, announcement, promotional material, manual, guide, brochure, or marketing collateral must be posted on websites and not sent in group emails outside the sender's agency list.
- Interagency and external broadcast emails with distribution greater than 100 recipients that are authorized in advance by the Director of Communications of the Executive Office of the Mayor (EOM) or the Chief Technology Officer.
- Mayoral broadcast missives, upon 2 hours' notice to OCTO or with shorter notice to OCTO, at the discretion of the Director of Communications, EOM
- Incidental personal purposes, provided that such use does not:
 - Directly or indirectly interfere with the DC Government's operation of computing facilities or electronic mail services,
 - Does not burden the DC Government with noticeable incremental costs or
 - Interfere with the email user's employment or other obligations to the DC Government.

Prohibited Uses:

- Any purpose that violates a federal or DC government law, code or policy, standard, or procedure.
- The advertising or other promotion of any private business enterprise or activity.
- Transmission or solicitation of information or statements that contain profane language pander to bigotry, sexism, or other forms of prohibited discrimination or can in any way be construed as intending to harass or threaten another individual, sexually or otherwise.
- Any activity with religious or political purposes outside the scope of the user's assigned and authorized governmental duties.
- Any unauthorized purchase.
- Sending email under names or addresses other than the employee's own officially designated DC government email address.
- Adding, removing, or modifying identifying network header information ("spoofing") to deceive or mislead recipients.
- Opening any "executable" email attachments (e.g., .exe, .bat, .scr, .vbs) from any source
- Sending or forwarding "chain" letters, i.e., those that ask the receiver to forward the message to multiple recipients.
- Sending any attachment files larger than 10 megabytes (MB).
- Sharing organized District email lists with any person outside the district, except as required by the Freedom of Information Act, subpoena, or other compulsory process.

- Setting email correspondence to forward automatically to an outside (non-District) address.
- "Broadcast" emails that do not meet the "broadcast" email requirements above.
- Disruption, obstruction, or burden of network resources.
- Unauthorized enhancements or add-on software to Outlook (e.g., animations, backgrounds, pictures)
- The use of non-district email services such as Yahoo or AOL on the District's computer network.
- The intentional or negligent introduction of computer viruses into any DC Government systems; agencies must prevent the introduction of computer viruses into DC government systems, and the IT Unit must install District-standard virus-scanning software to check any software downloaded as email attachments.
- Transmission of sensitive (e.g., confidential) information unless protected by approved encryption modes are identified as shown below.
- Sensitive information includes medical information, information covered by attorney-client privilege, information subject to the Privacy Act, proprietary information, or other information that must be protected from unauthorized disclosure.
- Sensitive (e.g., confidential) messages must be identified immediately below the message header (i.e., the Subject, Data, From, and To lines) as "SENSITIVE/CONFIDENTIAL INFORMATION [or ATTORNEY/CLIENT PRIVILEGED INFORMATION] - DO NOT RELEASE TO UNAUTHORIZED PERSONNEL." In such cases, the sender must also be certain that the recipient is properly authorized to receive and view the information.
- For approved encryption modes, refer to applicable information security policies, standards, and procedures.

Sanctions - Violations of District email policy will result in:

- Upon notice to the violator, deactivating their email account for a period consistent with the seriousness of the violation unless a written request for reinstatement is submitted by the agency Director/designate to the OCTO Director of IT Security.
- Where an email account is found broadcasting a virus or otherwise placing the email system in jeopardy, deactivating the account without notice to the violator, with reinstatement as described above.
- Other corrective action at the discretion of the violator's agency Director.

Statutory Authority:

DC Official Code § 1-1403.

Roles and Responsibilities: All DC Government Email Users

- Users of DC email must use the service only for the Allowable Uses defined above and refrain from any of the Prohibited Uses described above.
- Users must change passwords regularly in accordance with applicable agency and OCTO standards and recommendations.

Roles and Responsibilities: DC Government Agencies

- Each agency is responsible for its employees' and contractors' compliance with this policy and is expected to familiarize each user.
- Because transmission of email may involve routing over an unsecured network, it is the responsibility of each agency to protect sensitive (i.e., confidential) information from intentional, inappropriate, or accidental disclosure and to protect DC government and individual users from loss or harm.
- Agencies are responsible for investigating alleged or suspected violations of this policy and referring violations to OCTO for suspension of service to users.

Roles and Responsibilities: OCTO

- The OCTO Director of IT Security must develop and update email security policy and maintain awareness of email-related threats, vulnerabilities, and security issues.
- The Director of IT Security will maintain a content filtering system that scans the contents of messages on the DC Government email system, rejects messages containing content that may violate this policy, and issue the sender a notification advising that the message has been rejected, and why, so that the message can be corrected and resent.

However, neither OCTO nor any agency or instrumentality of the DC Government undertakes to protect users from receiving electronic mail they may find offensive or to guarantee that the purported sender sent electronic mail received.

- Because email is public, not private, OCTO may monitor any DC Government email traffic to determine compliance with this and related policies.

Disclaimer of Legal Rights: Nothing in this statement of email policy shall be deemed to create any legal right on the part of a user of the email system, nor any legal obligation on the part of OCTO or any person having authorized access to search or review email correspondence in the system.

C. INTERNET USAGE - This policy establishes standards for properly using DC government-provided internet services.

Scope: All Internet systems and services provided or owned by the DC Government.

All users of DC Government Internet services, including:

1. Full or part-time employees
2. Contractors authorized to use DC government-owned equipment or network resources.
3. Volunteers who have been provided with Internet service and
4. All other users of the DC government IT resources

Introduction: Internet access is a highly efficient research and communications tool that the DC Government provides to its employees, contractors, and volunteers to assist them in supporting DC government functions and conducting the government's business within its organization, with government and private business partners, and with the public. Appropriate use of DC Government Internet access can enhance the efficiency and quality of government services, but inappropriate use can conflict with DC government policies and compromise the system's availability for all. This policy defines requirements and prohibitions for appropriate DC government Internet access use.

Allowable Uses:

- Communication and information exchange directly related to the mission, charter, or work tasks of a DC government agency.
- Research and information exchange in support of standards, analysis, advisory, and professional development activities related to the user's DC government duties.
- Announcement of DC government laws, procedures, policies, rules, services, programs, information, or activities, subject to the broadcast email requirement described below.
- Application for administrative communications not requiring a high level of security.
- Interagency and external broadcast correspondence that:
 - ✓ Is limited to 100 recipients or fewer,
 - ✓ Is not sent to the group distribution list of any other agency, and
 - ✓ Does not constitute or contain (as an attachment or otherwise) any inter-agency or external bulletin, newsletter, announcement, promotional material, manual, guide, brochure, or marketing collateral, all of which must be posted on websites and not sent in group emails outside the sender's agency list.

- Interagency and external broadcast emails with distribution greater than 100 recipients that are authorized in advance by the Director of Communications of the Executive Office of the Mayor (EOM) or the Chief Technology Officer.
- Mayoral broadcast missives, upon 2 hours' notice to OCTO or with shorter notice to OCTO, at the discretion of the Director of Communications, EOM.
- Incidental personal purposes, provided that such use does not:
 - ✓ Directly or indirectly interfere with the DC Government's computing facilities or electronic mail services operation.
 - ✓ Burden the DC Government with noticeable incremental costs, or
 - ✓ Interfere with the email user's employment or other obligations to the DC. Government.

Prohibited Uses:

- Any purpose that violates a federal or DC government law, code, policy, standard, or procedure.
- The advertising or other promotion of any private business enterprise or activity
- Accessing or distribution of:
 - ✓ Pornography
 - ✓ Fraudulent information
 - ✓ Harassing material
 - ✓ Racially discriminatory, disparaging, or harassing information
 - ✓ Hate-related information or opinions.
- Any activity with religious or political purposes outside the scope of the user's assigned and authorized governmental duties.
- Any unauthorized purchases
- Disruption, obstruction, or burden of network resources
- The intentional or negligent introduction of computer viruses into any DC Government systems; the agency must prevent the introduction of computer viruses into DC government systems and install virus-scanning software to check any software downloaded as email attachments. Note: The OCME policy explicitly recognizes the prohibition of downloading unauthorized videos or music files and accessing video broadcasting websites, such as YouTube, Hulu, etc.

Sanctions - Violations of District Internet policy will result in:

- Upon notice to the violator, restricting their Internet access for a period consistent with the seriousness of the violation unless a written request for reinstatement is submitted by the agency Director/designate to the OCTO Director of IT Security
- Where a user's account is found to be broadcasting a virus or otherwise placing the DC government system in jeopardy, deactivating the account without notice to the violator, with reinstatement as described above.
- Other corrective action at the discretion of the violator's agency Director.

Statutory Authority:

DC Official Code § 1-1403.

Roles and Responsibilities

All DC Government Internet Users- must use DC government Internet services only for the Allowable Uses defined above and must refrain from any of the Prohibited Uses described above.

DC Government Agencies

- Each agency is responsible for its employees,' contractors,' and volunteers' compliance with this policy and is expected to familiarize each user.
- Agencies are responsible for investigating alleged or suspected violations of this policy and referring violations to OCTO for suspension of service to users.

OCTO

OCTO is responsible for monitoring Internet use by DC employees at any time to determine compliance with this and related policies. OCTO maintains content filtering software that blocks access to specific external Internet sites. External sites that are subject to blocking include those whose use by DC Government employees is:

- ✓ Likely prohibited by, or inconsistent with, federal and District laws and regulations concerning discrimination, sexual harassment, child pornography, or hate crimes.
- ✓ Likely to consume excessive bandwidth or expose the network to risk of tampering or intrusion; or
- ✓ Likely for purposes unrelated to DC government, business, and functions. Types of blocked sites include, but are not limited to:
 - ✓ Pornography sites
 - ✓ Sites advocating or encouraging hate or discrimination.
 - ✓ Sites providing information about hacking or other cyber-intrusion.
 - ✓ Sites featuring gambling, games, or other entertainment.

Content filtering is intended to prevent DC Government employees from intentionally or negligently accessing Internet sites and web pages that are non-business related or could otherwise violate applicable law or policy. The District's content filtering software is not intended to, and does not, filter inappropriate content in chat rooms.

Sometimes, the content filtering service will fail to block inappropriate content. The District assumes no liability in such cases.

Sometimes, content filtering may block sites needed for legitimate DC government business. In these cases, requests for restoration of access or other filtering changes should be made in writing by the agency Director or their designate on the Content Filter Configuration Change Form provided below. OCTO will process the request within five working days.

D. CELL PHONE - The dissemination of cell phones (previous copy error in stating laptops) is at the discretion of management. Cell phones issued to OCME personnel are the property of the District of Columbia government and are provided to certain OCME employees for their use in conducting official business. The OCME employee's manager initially selects the calling plan hours assigned to each cell phone. The manager shall notify the employee of his/her cell phone plan and limits upon distribution of the phone.

OCME employees must reimburse the District for the value of all personal cell phone use that exceeds the minute allowance in their plans. Reimbursement may be in the form of money and, at the agency's discretion, unused annual (not sick) leave. The agency will periodically audit and collect reimbursements for over-planned use due to personal cell phone calls. The agency may revoke cell phone privileges for employees who are more than 30 days delinquent in meeting their reimbursement responsibilities.

IT Support must be contacted immediately if a cell phone is lost or damaged or if technical problems are encountered. If a cell phone is lost, it will be the responsibility of the phone owner to pay for any replacement costs.

Upon cell phone distribution, the employee must agree in writing to follow OCME's cell phone policy. Employees must return cell phones and any attachments provided when they leave the agency.

E. WIRELESS DEVICES - The dissemination of laptop computer systems is at the discretion of management. Wireless Devices issued to OCME personnel are the property of the District of Columbia government and are provided to certain OCME employees for their use in conducting official business. Wireless Devices are a means by which personnel can keep the lines of communication open (via email, text messaging, etc.) if they must be away from their place of duty for an extended period or in the event of an emergency incident.

IT Support must be contacted immediately if a wireless device is lost or damaged or if technical problems are encountered. If a wireless device is lost or damaged by the employee, it will be the responsibility of the device owner to pay for any replacement costs.

Upon distributing the wireless device, the employee must agree in writing to follow OCME's wireless device policy. Employees must return wireless devices and any attachments provided when they leave the agency.

F. CAMERAS, LABORATORY EQUIPMENT, MORTUARY EQUIPMENT, AND OTHER MISCELLANEOUS EQUIPMENT

- The dissemination of cameras, laboratory and mortuary equipment, and other miscellaneous equipment is at the discretion of management. Such equipment issued to OCME personnel is the property of the District of Columbia government and is provided to certain OCME employees for their use in conducting official business.

If a camera, laboratory equipment, mortuary equipment, or other miscellaneous equipment is lost or damaged, or if technical problems are encountered, the employee's Supervisor must be contacted immediately. In the event of the loss of or damage to any equipment, the owner will be responsible for paying for any replacement costs.

Regarding equipment distribution, the employee must agree in writing to follow OCME's equipment policy. Employees must return equipment and any attachments provided when they leave the agency.

- The DC Government owns all electronic mail systems and services provided.
- Transactional information associated with email records (such as email headers, summaries, addresses, and addresses) and the contents of those records.
- All users of DC Government email services, including:
 - Full and part-time employees
 - Contractors authorized to use DC Government-owned equipment or network resources
 - Volunteers who have been provided with an email account/service and
 - All other users of DC Government information technology resources.

OCME IT SUPPORT

Email the OCME Helpdesk at helpdesk.ocme@dc.gov

LAPTOP/ I-PAD ASSIGNMENT FORM

Office of the Chief Medical Examiner
 401 E Street, SW
 Washington, DC 20024

EQUIPMENT ASSIGNMENT

Employee: _____

Date Issued: _____

Department: _____

EQUIPMENT COLUMN TO BE COMPLETED BY ISSUING OFFICIAL		CONDITION COLUMN TO BE COMPLETED BY ADMINISTRATION				
ITEM	SERIAL NUMBER	CONDITION				
		New	Excellent	Good	Fair	Poor

This acknowledges receipt of the equipment listed above. It is understood that I will be held responsible for the proper use and protection of all equipment in my custody and control. Further, I understand that I may be held financially liable for lost, damaged, or destroyed equipment.

Employee's Signature: _____

Date Received: _____

Issued By: _____

=====

TO BE COMPLETED BY ADMINISTRATIVE UNIT					
The following equipment has been returned to the Administrative Unit.					
ITEM	CONDITION				
	Excellent	Good	Poor	Irreparable	Charge(s)

Received By: _____

Date Returned: _____

CELL PHONE ASSIGNMENT FORM



CELLULAR EQUIPMENT ASSIGNMENT AGREEMENT Office of the Chief Technology Officer

Name:
Agency: OCME

Date:

OCME Staff OCME Contractor Note:
 Voice / Data Calling Plan 300 pooled minutes/text/unlimited data
DO NOT CALL 411 FROM THIS DEVICE PLEASE USE 1-800-FREE-411

DESCRIPTION/ MAKE	MODEL #	Billing Acct	Code and Part	NUMBER (PHONE)	APPROX. VALUE
				919-0723	
(One year Mfg. Warranty)					

Employees and contractors may be held financially liable for lost, damaged or destroyed equipment. The dollar amount of said liability will be based on the age, condition and/or original cost of the equipment to the District, less reasonable depreciation.

- Charges for damaged equipment will be based on the actual cost of the equipment repair/replacement incurred by OCTO.
- Equipment returned in poor or irreparable condition will be carefully considered for reimbursement to OCTO.
- Employees and contractors will be held financially liable for stolen equipment. Instances of theft and employee/contractor liability will be reviewed on a case-by-case basis.

This is to acknowledge that I have received the equipment listed above. It is understood that I will be held responsible for the proper use and protection of all equipment coming into my custody and control. Upon separation of service or contract, I will return or reimburse the District or otherwise satisfactorily account for all such equipment.

I fully understand that I may be held financially liable for lost, damaged, destroyed, or stolen equipment and for any bills generated from such equipment. It is also understood that Office of Chief Technology Officer is authorized to:

EMPLOYEE: have my last paycheck and all accrued annual leave held until I satisfy all of my outstanding government property issuances and generated bills.

CONTRACTOR: bill my company for all of my outstanding government property issuances, generated bills and obligations.

EMPLOYEE/CONTRACTOR SIGNATURE

DATE SIGNED

TO BE COMPLETED BY PROPERTY COORDINATOR *Inventory of returned equipment*

EQUIPMENT	DATE	CONDITION				Charges
		Good	Fair	Poor	Irreparable	

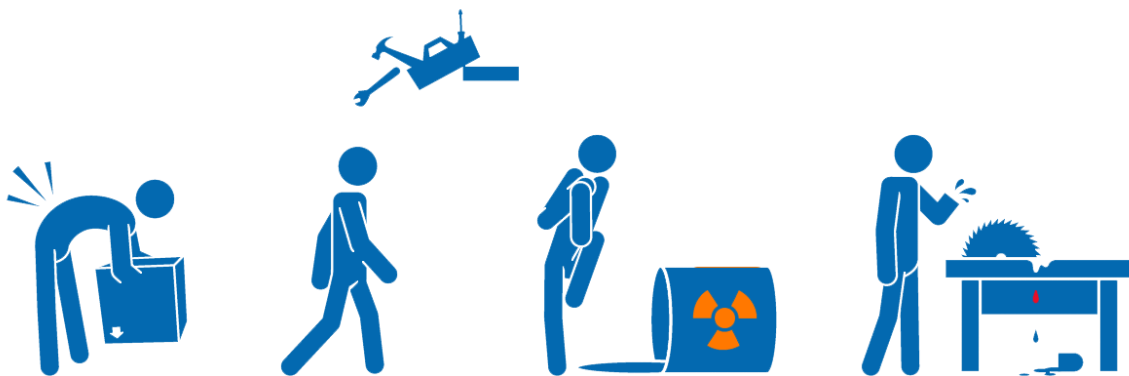
OCTO Official

Date of Equipment Return

District-wide Incident Reporting System ERisk

OCME Employee Injury Care/ Medical Emergencies: Employees injured on the job may seek care through a provider of their choice. Employees also have the option to receive care through a provider contracted by the agency: Providence Hospital. This Injury Medical Care is available 24 hours per day, seven days per week, 365 days per year as follows, dependent on the nature of the injury:

WHAT	District-wide incident reporting. All incidents outside of the normal course of work need to be reported.
WHY	To better manage risks you face daily as a District employee.
WHO	It takes all DC employees to make ERisk an effective system to manage the District Government’s risks.
WHERE/ HOW	All online links and instructions can be found at www.orm.dc.gov/service/erisk website.
WHEN	Now! The program is currently implemented.



For more information, please see www.orm.dc.gov/service/erisk and send your questions, concerns, and suggestions to help.erisk@dc.gov

E-RISK SYSTEM FOR INCIDENT REPORTING

District Government Employees and Contractors can use the ERisk Incident Reporting to report the following types of incidents:

- ✓ The work-related injury or illness of a District Government employee or contractor.
- ✓ An incident involving a District Government motor vehicle or a District contractor-operated motor vehicle while conducting District business.
- ✓ District Government property damage or loss.
- ✓ Private property damage or loss arises from an incident involving the District Government's employees or contractors.
- ✓ The injury or illness of a member of the public arising out of an incident involving the District Government and its employees or contractors.
- ✓ Safety and health concerns (an unsafe condition)
- ✓ Near Miss Incident

For questions or assistance, please email help.erisk@dc.gov or call the Office of Risk Management (ORM) at 202-727-8600.

HOW TO FILE A PUBLIC SECTOR WORKERS' COMPENSATION CLAIM

- ✓ Reporting an incident is the first step in the Workers' Compensation claim process.
- ✓ An incident can be filed by the injured employee, the injured employee's representative, or the injured employee's supervisor.
- ✓ An incident gives PSWCP the necessary information to turn an incident into a claim and helps the Program understand the potential hazards employees face.
- ✓ If an employee is injured while working for the District of Columbia, there are two ways to report the incident:

(1) Electronically: www.erisk.dc.gov The website will allow you to report the incident to ERisk, ORM's web-based claims management system, or

(2) By Phone: 202-442-HELP (4357). A representative will assist in filling out the necessary information.

Assistance is available 24 hours a day, 7 days a week.

- ✓ Once all the required incident information is submitted, the system or a representative taking the information through the Program's HELP line will ask if the injured employee would like to file a workers' compensation claim.

****Filing a claim should be requested when medical treatment or lost wages occur. After filing an incident, the reporter will receive an email confirmation with further instructions.***

This policy provides the protocols on how the OCME handles public relations inquiries (e.g., other District agencies or city council, other governmental entities, media, the general public) concerning any death, autopsy, or related findings or other issues relating to the agency. The OCME public relations (including any social media activities) are handled through the Public Information Office -- the official public information arm of the agency according to statute and regulation, as well as District Customer Service Standards in responding to inquiries.

General - All inquiries regarding obtaining information or records related to medical examiner cases are handled according to the Recordkeeping and Retention Policies and Procedures. See Recordkeeping and Retention Policies and Procedures.

Per the agency's statute, autopsy report findings and associated information may be released to the next of kin, law enforcement, the Mayor, or their designee(s). See D.C. Code Section 5-1412 and DC Municipal Regulations 28-5000.

Protocol for Release of Information

Next of Kin/Family - Any inquiries from next of kin/family members or legal agents/representatives of next of kin/family concerning any death, autopsy, or related findings must be referred to the appropriate administrator; the medical examiner/investigator who has been assigned to the case; or the General Counsel. Requests for records (i.e., autopsy reports, photographs, etc.) should be referred to the Records Management Unit.

Law Enforcement - Law enforcement may be provided information regarding medical examiner cases per the D.C. Code Section 5-1412 and DC Municipal Regulations 28-5000. This includes access to the autopsy suite and autopsy reports and interaction with the forensic pathologists (medical examiners), death investigators, and mortuary staff. Requests for records (i.e., autopsy reports, photographs, etc.) should be referred to the Records Management Unit.

Mayor or Mayor's Designee - The Mayor or his/her designee may be provided information regarding medical examiner cases per the D.C. Code Section 5-1412 and DC Municipal Regulations 28-5000. This includes access to the autopsy suite and autopsy reports and interaction with the forensic pathologists (medical examiners), death investigators, and mortuary staff. Requests for records (i.e., autopsy reports, photographs, etc.) should be referred to the Records Management Unit.

Media - The Public Information Office (PIO) is the main contact for responding to all media-related inquiries (i.e., news, radio, television, print, Internet, social media). If the PIO is unavailable, the inquiries should be referred to the CME, Chief of Staff, or General Counsel. These positions are the only ones authorized to interact with the media in responding to inquiries.

General Public - Inquiries from the general public regarding death investigation (i.e., cause and manner of death, autopsy reports, etc.) should be referred to the PIO. If the PIO is unavailable, the person(s) should be referred to the CME, Chief of Staff, or General Counsel. Autopsy reports and other case file records are not provided to the general public. The PIO can release limited information such as the cause and manner of death. As stated above, only the next of kin, law enforcement, or the Mayor's administrative offices are provided with such information unless the agency is mandated by court order to provide the information to the requesting public entity.

Only the cause and manner of death are provided to the media on any medical examiner case.

As stated above, only the next of kin, law enforcement, or the Mayor's administrative offices are provided with such information unless the office is mandated by court order to provide the information to the requesting media entity.

Freedom of Information Act (FOIA) - Freedom of Information Act (FOIA) requests are forwarded to the FOIA Officer.



Public Information Officer (PIO) - *The Chief Medical Examiner's special assistant serves as the Public Information Officer.*

Freedom of Information Act (FOIA) Officer – The General Counsel is the agency's FOIA Officer.

The OCME Confidentiality Policy ensures that all employees, interns, volunteers, and contractors respect and preserve the privacy and confidentiality of clients/subject information.

Violations of this policy include, but are not limited to:

- Accessing confidential information that is not within the scope of your assignment;
- Misusing, disclosing without proper authorization, or altering confidential information.
- Disclosing your login and password to another person for accessing electronic confidential information or for physical access to restricted areas.
- Using another person's login and password to access electronic confidential information or physical access to restricted areas.
- Intentional or negligent mishandling or destruction of confidential information.
- Leaving private information unattended or removing private information from the OCME without authorization.
- Attempting to access confidential information or restricted areas without proper authorization or for purposes other than official business.
- Failing to take proper precautions to prevent unintentional disclosure of confidential information or discussing confidential information with individuals, classmates, or employees for purposes other than official business.

Violation of this policy by employees, interns, volunteers, or contractors may constitute grounds for disciplinary action up to and including termination of employment in accordance with the District of Columbia Personnel Manual. The unauthorized release of confidential information may also subject the violator to personal, civil, and/or criminal liability and legal penalties.



**GOVERNMENT OF THE DISTRICT OF COLUMBIA
OFFICE OF THE CHIEF MEDICAL EXAMINER**

401 E Street, SW – 5TH Floor
Washington, DC 20024



Telephone: 202-698-9000

Fax: 202-698-9101

CONFIDENTIALITY AGREEMENT

As an employee, intern, volunteer or contractor assigned to the Office of the Chief Medical Examiner (OCME) you may be allowed access to the information relating to death investigations, including autopsies, medical records, investigative records, toxicology findings, personal identification information for a decedent or their family and other confidential or sensitive information specific to the agency and/or its affiliated third parties. Information specific to clients or subjects from any source and in any form, including, but not limited to paper records, oral communication, audio recording, photographs, radiographs, electronic displays, and research data files is strictly confidential. Access, or exposure, to confidential client/subject information is permitted only on a need to know basis and limited to the minimum amount of confidential information necessary to accomplish the intended purpose of use, disclosure or request.

It is the policy of the OCME that all employees, interns, volunteers, and contractors respect and preserve privacy and confidentiality of client/subject information. Violations of this policy include, but are not limited to:

- 1) Accessing confidential information that is not within the scope of your assignment;
- 2) Misusing, disclosing, or altering confidential information without proper authorization;
- 3) Disclosing to another person your login and password for accessing electronic confidential information or for physical access to restricted areas;
- 4) Using another person's login and password for accessing electronic confidential information or for physical access to restricted areas;
- 5) Mishandling or destroying confidential information;
- 6) Leaving confidential information unattended, or removing confidential information from the OCME without authorization;
- 7) Attempting to access confidential information or restricted areas without proper authorization or for purposes other than official business;
- 8) Failing to take proper precautions toward preventing unintentional disclosure of confidential information; or
- 9) Discussing confidential information with individuals, classmates, or employees for purposes other than official business.

Violation of this policy by employees, interns, volunteers, and/or contractors may constitute grounds for disciplinary action up to and including termination of employment in accordance with the District of Columbia Personnel Manual. Unauthorized release of confidential information may also subject the violator to personal, civil, and/or criminal liability and legal penalties.

I have read and understand the terms of the above statement and will comply with all OCME policies and standards relative to confidentiality and information security for the duration of my assignment to OCME.

Affiliation: (employee, resident, intern, volunteer, contractor) _____

Name: (Print) _____

Signature: _____

Date: _____

Assigned Supervisor's Signature: _____

The District government provides its employees with a drug-free workplace. For this reason, employees may not engage in the unlawful manufacturing, distribution, dispensing, possession, or use of a controlled substance or alcohol while on duty. Employees are also prohibited from being impaired by any drug or alcohol at work, including but not limited to while performing work for the District government or during the Employee's work hours. This provision applies to any employee while at work, regardless of whether the employee is physically at their duty station or teleworking, traveling on District government business or in transit between duty stations, and regardless of whether their position is designated for enhanced suitability screening.

Whenever there is a reasonable suspicion that an employee is working while impaired by alcohol or drugs, the employee shall be subject to drug and alcohol testing to verify compliance with the drug-free workplace policy. Any employee who tests positive for drugs or alcohol shall be subject to appropriate administrative action.

The District government's drug-free workplace policy also applies to volunteers and interns working for the District government.





DRUG FREE WORKPLACE NOTIFICATION District of Columbia Department of Human Resources

To:

Employee/Appointee/Volunteer Name (Print)

Position Title

Agency

It is the policy of the District government to provide a drug free workplace and for all employees, appointees, and volunteers to abide by this policy. The use or possession of drugs by District employees, appointees, or volunteers in the workplace impairs the District government's ability to carry out its mission, and poses substantial dangers to employees, appointees, volunteers, clients, and the public. Drug use can cause drowsiness; loss of concentration, impairment memory and judgment; emotional and physical outbursts; distortions of reality; poor coordination and slow reaction time; and interference with the senses. Individuals who use or possess drugs in the workplace may also put themselves and those around them in danger of arrest and conviction for drug-related crimes.

Employees, appointees, and volunteers of the District government are prohibited from engaging in the unlawful manufacturing, distribution, dispensing, possession, or use of a controlled substance in the workplace; and may not use, possess, or be impaired by any drug or alcohol while on duty. Additionally, in accordance with Chapter 4 of the D.C. personnel regulations, *Suitability*, you are hereby informed that you are subject to **(1) reasonable suspicion** and **(2) post-accident or incident drug and alcohol testing**.

An employee, appointee, or volunteer who receives a positive drug or alcohol test or refuses to submit to a drug or alcohol test will be subject to disciplinary action up to and including termination in accordance with Chapter 16 of the D.C. personnel regulations or any applicable collective bargaining agreement.

This document serves as notice regarding the general information about the requirements for drug and alcohol testing. You are required to acknowledge receipt of this document by signing your name at the bottom of this document.

ACKNOWLEDGEMENT OF RECEIPT

I have read the **Drug Free Workplace Notification** form and, by signing my name below, acknowledge that I have been appointed to or currently occupy a position that is subject to **(1) reasonable suspicion** and **(2) post-accident or incident drug and alcohol testing**. I also acknowledge that should I test positive for drugs or alcohol during any of the above-mentioned drug and alcohol tests, I will be subject to disciplinary action up to and including termination of my employment, appointment, or volunteer relationship with the District government.

Employee / Appointee / Volunteer Name (Print)

Employee / Appointee / Volunteer (Signature)

Date Acknowledged

Serving Official Name (Print)

Serving Official (Signature)

Date Served

I. Purpose - This policy aims to develop an alcohol-free workplace, which will help ensure a safe and productive workplace and provide education and treatment to our employees. To further this objective, the following rules regarding alcohol in the workplace have been established.

II. Policy - The Office of the Chief Medical Examiner (OCME) shall be an alcohol-free workplace.

Cases of suspected alcohol abuse will be referred to Employee Assistance Program (EAP) services.

Alcoholism and other drug addictions are recognized as diseases responsive to proper treatment, and this will be an option if the employee cooperates. The Employee Assistance Program (EAP) will be available to assist employees.

The manufacture, distribution, dispensing, possession, sale, purchase, or use of a controlled substance on OCME property is prohibited.

Being under the influence of alcohol or illegal drugs on OCME's property is prohibited.

Employees who violate this policy are subject to appropriate disciplinary action, including termination.

The policy applies to all Office of the Chief Medical Examiner employees regardless of rank or position and includes temporary and part-time employees.

III. Definitions:

OCME Premises – All OCME grounds within the building and land surrounding the facility, including vehicles, lockers, and parking lots.

OCME Property – All OCME-owned or leased property used by employees, such as vehicles, lockers, desks, closets, etc.

Controlled Substance – Any substance listed in Schedules I-V of Section 202 of the Controlled Substance Act (21 U.S.C. S 812), as amended. Copies are maintained for employee review by Personnel and Health Services.

Drug – A drug is any chemical substance that produces physical, mental, emotional, or behavioral changes in the user.

Fitness for Duty – To work in a manner suitable for the job. To determine "fitness," a medical evaluation may include drug and alcohol testing.

Illegal Drug – An illegal drug is any drug or derivative thereof which the use, possession, sale, transfer, attempted sale or transfer, manufacture, or storage of is illegal or regulated under any federal, state, or local law or regulation and any other drug, including (but not limited to) a prescription drug, used for any reason other than a legitimate medical reason and inhalants used illegally. Included is marijuana or cannabis in all forms.

Reasonable Cause/Reasonable Suspicion – Supported by evidence strong enough to establish that a policy violation has occurred.

Employee Assistance Program – EAP provides counseling and related services to employees who are experiencing problems, including but not limited to the following problems or issues that may adversely affect work performance or conduct on the job: Family and Marital problems; Financial difficulties; Emotional or Mental illness; and Substance abuse problems.

IV. General Policy Provisions

Working or reporting to work, conducting company business, or being on-premises or in an OCME-owned, leased, or rented vehicle while under the influence of an illegal drug, alcohol, or impaired condition.

V. Preventive Acts

Any employee involved in a work-related accident where alcohol or drugs are believed to be a contributing factor will be referred to an EAP counselor in addition to any other accident investigation activities, including possible discipline.

VI. Employee Assistance Program (EAP)

The Inova Employee Assistance Program (EAP) is a comprehensive, top-ranked employee assistance services provider that offers practical, real-world solutions to employee life issues that may derail productivity and satisfaction. Inova's 24/7 EAP hotline and convenient online resources provide employees with easy, confidential access to professionals and resources.



Ethics Standards

All District government employees must maintain high standards of honesty, integrity, and impartiality. Employees of the Office of the Chief Medical Examiner's are responsible for the crucial job of providing death investigations for the District. It is essential that they carry out this responsibility consistent with the laws and regulations that establish how to do so ethically.

The brief description of the District's ethics rules and regulations is provided as an overview. More detailed information is set out in the District's Ethics Manual. It contains a helpful description of the District's ethics requirements, examples, questions and answers, and detailed references to the controlling legal authorities. The Manual is prepared by the District's [Board of Ethics and Government Accountability \(BEGA\)](#) and is available under "Ethics Manual".

You may also ask an ethics counselor or a BEGA attorney, for further information. Their contact information is in the "Advice and further information" section.

District government employees (other than court employees) are required to comply with the District's Code of Conduct. The Code of Conduct consists of various laws and regulations that limit many aspects of employee behavior including, but not limited to:

- Engaging in outside employment.
- Giving and receiving gifts.
- Using government resources for non-government purposes.
- Showing favoritism while performing your job.
- Leaving your government job and taking a new job that is related to your government job.
- Having a conflict of interest related to your job.
- Engaging in partisan political activity while employed by the District.

Employees are encouraged to review the District Government Ethics Manual prepared by the Board of Ethics and Government Accountability via the [link provided](#).

BEGA and Violations

The DC Code of Conduct is enforced by the District's Board of Ethics and Government Accountability (BEGA). For a copy of the manual and additional information about BEGA, see its website at <http://bega.dc.gov>.

Violations of the Code of Conduct are subject to penalties ranging from an informal admonition, a civil penalty of up to \$5,000 per violation (or three times the amount of any money improperly paid), or referral for criminal prosecution.

In addition, BEGA advises District employees on the Code of Conduct and its enforcement. If an employee submits a formal request, the advice provides a "safe harbor". This means that no enforcement action will be given by BEGA against an employee if the employee fully and accurately disclosed all relevant circumstances and information in seeking the advisory opinion, and the employee complies with the terms of the advisory opinion.

Note: Ethics counselors at OCME cannot provide safe harbor; BEGA is the only entity that can provide safe harbor advice.



SEXUAL HARASSMENT POLICY STATEMENT

It is the policy of the District Government to provide a work environment free from sexual harassment. Sexual harassment of any employee, in any form, violates the law, has a debilitating impact on employee morale and productivity, and will not be tolerated by the District Government. Employees who report sexual harassment or participate in a sexual harassment complaint will not be subjected to retaliation in any way. Accordingly, the District Government has a policy of no tolerance for sexual harassment in the workplace.

Scope: This policy governs the conduct of the Department's employees and third parties doing business with or carrying out the goals and objectives of the District Government (e.g., vendors, employees of D.C. agencies, and other persons visiting or working on District Government worksites).

Definition of Sexual Harassment: Sexual harassment is defined as unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature when any of the following criteria is present:

1. Submission to such contact is made either explicitly or implicitly as a term or condition of an individual's employment.
2. Submission to or rejection of such conduct by an individual is used as a basis for employment decisions affecting the individual or
3. Such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile, or offensive work environment.

The following are examples of conduct that may create an intimidating, hostile, or offensive work environment:

- Sexually oriented or sexually degrading language describing an individual or their body, clothing, hair, accessories, or sexual experiences.
- Sexually offensive comments or off-color language, jokes, or innuendo that a reasonable person would consider to be of a sexual nature or belittling or demeaning to an individual or group's sexuality or gender.
- The display or dissemination of sexually suggestive objects, books, magazines, photographs, music, cartoons, or computer internet sites or references.
- Unnecessary and inappropriate touching or physical contact, such as brushing against a colleague's body, touching or brushing a colleague's hair or clothing, massages, groping, patting, pinching, and hugging that a reasonable person would consider to be a sexual nature.

If you are a victim of sexual harassment, you need to file a report with your Agency's Sexual Harassment Officer (SHO).

- [List of Agency Sexual Harassment Officers](#)

Every district agency shall have a policy aimed at prohibiting discrimination against individuals based on their gender identity and/or expression. The policy shall include the following 10 items:

1. General Prohibitions of Gender Identity or Expression (4 DCMR § 801(e))

It is unlawful for any person or entity, including agencies of the District of Columbia government and its contractors, to discriminate against a person in employment, housing, public accommodations, or educational institutions on the basis of that person's *actual or perceived gender identity or expression*. For example, in District agencies and in facilities operated by the District or its contractors, it is unlawful for the District or its contractors to:

- a. Refuse to provide any facility, service, program, or benefit of the District of Columbia government.
- b. Engage in verbal or physical harassment based on an individual's gender identity or expression.
- c. Create a hostile environment based on an individual's gender identity or expression; or
- d. Deny access to restroom facilities and other gender-specific facilities that are consistent with a person's gender identity or expression.

2. Access to facilities consistent with Gender Identity or Expression (4 DCMR §§ 802, 805)

All district agencies and offices must allow individuals the right to use gender-specific restrooms and other gender-specific facilities such as dressing rooms, homeless shelters, and group homes that are consistent with their gender identity or expression. Additionally, all single occupancy restrooms must be gender-neutral and use gender-neutral signage, such as "Restroom," Rather than "Men" or "Women." It is important to note that even if a gender-neutral restroom is available, individuals must be able to use the restroom and other gender-segregated facilities (such as locker rooms) that they request to use at all times. Refusing to allow individuals to use the bathroom that is congruent with their gender identity or expression is a form of discrimination under the District of Columbia Human Rights Act.

3. Accommodations for Health Care needs (4 DCMR § 803)

When requested, employers must make reasonable accommodations (including medical leave) for transgender-related health care needs. Such needs may include, but are not limited to, medical or counseling appointments, surgery, recovery from surgery, and any other related procedures. This process should be consistent with accommodations that are provided for other medical needs.

4. Implementation of gender-neutral dress codes (4 DCMR § 804)

Individuals must be able to dress and groom themselves according to their gender identity or expression. It is unlawful for District agencies, offices, or contractors to require individuals to dress or groom themselves in a manner inconsistent with their gender identity or expression. Agencies must ensure that dress codes or uniforms do not specifically impose disparate rules based on gender identity or expression. For example, a dress code that requires "dress pants and dress shirts," is preferable to one that requires "slacks for men, and dresses and skirts for women." However, District agencies, offices, or contractors may prescribe standards of dress that serve a reasonable business purpose, as long as such standards do not discriminate or have a discriminatory impact on the basis of an individual's gender identity or expression.

5. Gender-specific facilities where nudity in the presence of others is customary (4 DCMR § 805)

All District agencies, offices, and contractors working within and/or on behalf of the District shall provide individuals with access to, and the safe use of, facilities that are segregated by gender. In gender-specific facilities where nudity in the presence of others is customary, the agency shall make reasonable accommodations to allow an individual access to, and the use of, the facility that is consistent with that individual's gender identity or expression, *regardless of whether the individual has provided identification or other documentation* of their gender identity or expression. Efforts shall be made to provide private spaces, through the use of curtains or partitions, to any customer that does not want to be fully nude in such open environments. No agency shall require documentation or other proof of an individual's gender, except in situations where all persons are asked to provide documentation, or other proof of their gender, for a reasonable business or medical purpose.

6. Recording of gender and name (4 DCMR § 806)

It is unlawful for District agencies, offices, or contractors to require an applicant to state whether the individual is transgender. If an application form asks for the applicant to identify as male or female, an applicant may choose the **gender** they identify with, rather than the applicant's assigned or presumed sex. Additionally, an applicant may choose to identify as neither male nor female. Such designations shall not be considered, without more, to be fraudulent or to be a misrepresentation for the purpose of adverse action on the application. An applicant's giving of a name publicly and consistently used by the applicant, even when the name given is not the applicant's legal name, shall not be grounds for adverse action, if the name given is consistent with the applicant's gender identity or expression. Where use of a person's legal name is required by law or for a reasonable business purpose, such as verification of education or employment history, the applicant may be required to disclose it. However, an applicant's failure to disclose a change of gender or name (unless specifically required as part of an application process for a reasonable business purpose) shall not be considered grounds for an adverse action.

7. Background checks & Confidentiality (4 DCMR § 807)

Information regarding a person's gender transition or modification is confidential. Thus, if a District agency, office, or contractor working within and/or on behalf of the District learns through a background check or other means that a person is transgender, the entity must take reasonable measures to preserve the confidentiality of that information and must not, without more, take an adverse action against the individual on the basis of the learned information. Regardless of how an agency learns of an individual's gender identity or expression, or transition to a new gender, it must preserve the confidentiality of this sensitive information. See Victoria M. Rodriguez-Roldan & Elliot E. Imse, *Valuing Transgender Applicants and Employees: A Best Practices Guide for Employers* (2016). Disclosure, if it must occur, should be limited and only if it is necessary for a legitimate business reason, or the individual has given permission. Any information shared in a public setting, such as announcing the individual's name in a waiting room or referring to an individual among other employees, must reflect the preferred name and pronouns of the individual. No person within a District agency or office may "out" an individual against their will, or without obtaining their consent. In protecting an individual's confidentiality, an agency must avoid asking objectively irrelevant questions about their gender identity or expression.

8. Use of proper names and pronouns (4 DCMR§ 808)

Regardless of the legal name and gender of an individual, District agencies, offices, and contractors doing business within and/or on behalf of the District must use the individual's desired name and pronouns when communicating with them, and when talking about them to third parties. If an entity is unclear about which pronoun to use, they should ask the individual what they prefer, e.g. him/her, she/he or they. The entity must ensure employees respect and use a transgender individual's preferred names and pronouns, as repeated failure to do so can be considered harassment under the District of Columbia Human Rights Act. If a District entity must know an individual's legal name for HR-related legal necessities, the information should be maintained as a confidential part of their employee file.

9. Prohibition on harassment and hostile environment (4 DCMR § 808)

All District agencies, offices, and contractors must ensure that all harassment, or actions that create a hostile environment based on gender identity or expression, are strictly prohibited. The following behaviors by supervisors or coworkers may constitute unlawful harassment, or a hostile environment, based upon an individuals' gender identity or expression:

- a. Deliberately misusing an individual's preferred name or gender-related pronoun;
- b. Asking personal questions about an individual's body, gender identity or expression, or gender transition;
- c. Causing distress to an individual by disclosing to others that the individual is transgender; and
- d. Posting offensive pictures, or sending offensive electronic or other communications.

10. Definitions (4 DCMR § 899.1)

Gender identity or expression is defined as a gender-related identity, appearance, expression, or behavior of an individual, regardless of the individual's assigned sex at birth. Transgender is an adjective that refers to any individual whose identity or behavior differs from stereotypical or traditional gender expectations, including transsexual individuals, cross-dressers, androgynous individuals, and others whose appearance or characteristic are perceived to be gender atypical. (**NOTE:** Transgender is correctly used as an adjective; hence the terms "transgender people" can be used but "transgenders" or "transgendered" is often viewed as disrespectful).



In accordance with § 2007 (3) of the CMPA (D.C. Official Code § 1-620.07 (3)) (2001), it shall be the policy of the District government to provide an Employee Assistance Program (EAP) designed to address personal problems that employees may encounter which may adversely affect their overall work performance or conduct on the job.

The Director of Personnel shall administer an EAP pursuant to Mayor's Order 91-62, dated May 1, 1991.

The provisions of a collective bargaining agreement shall take precedence over the provisions of this section to the extent that there is a difference or conflict.

The EAP shall provide counseling and related services to employees who are experiencing problems, including, but not limited to, the following problems or issues which may adversely affect work performance or conduct on the job:

- (a) Family and marital problems;
- (b) Financial difficulties;
- (c) Emotional or mental illness; and
- (d) Substance abuse problems.

Records and information on referral to, or participation in, the EAP shall be maintained in confidence as provided in Chapter 31 of these regulations and any other applicable federal and District of Columbia laws and regulations.

An employee who is experiencing problems that adversely affect their work performance or conduct on the job shall be encouraged to seek assistance to resolve the issues voluntarily.

Supervisors and managers should, in appropriate cases, consider referring to the EAP employees experiencing problems that adversely affect their overall work performance or conduct on the job before taking administrative action against them.

Participation in the EAP shall not preclude taking disciplinary action under Chapter 16 of these regulations, if applicable, or any other appropriate administrative action in situations where such action is deemed appropriate. The EAP shall not be used in lieu of disciplinary actions or any other appropriate administrative action.

Other than a temporary employee or a Career Service employee serving a probationary period under Chapter 8 of these regulations shall be eligible to receive services through the EAP.

The EAP shall consist of assessment, counseling, and referral services.

Involvement in the EAP shall be based on self-referral or agency referral.

Employees may be granted up to two (2) hours of administrative leave to attend their initial EAP appointment.

The services of the EAP shall be provided through contracted health care provider(s).

The cost of the initial assessment, counseling, and referral session with the EAP contractor shall be paid in full by the District government to the extent that the employee's health insurance carrier does not cover the session.

Unless a separate program is established under the provisions of § 2050.19, participation in the EAP rather than another employee assistance program in the District government by agencies under the personnel authority of the Mayor shall be mandatory.

The Director, D.C. Office of Personnel, shall establish the rates for participation in the EAP.

The Director, D.C. Office of Personnel, may enter into a written agreement with other personnel authorities to provide EAP services.

Each subordinate agency and independent personnel authority that participates in the EAP administered by the D.C. Office of Personnel shall designate an EAP coordinator.

The Director, D.C. Office of Personnel, may authorize the establishment of other employee assistance programs in the District government, and each such program shall be consistent with the provisions of this section.





The Inova Employee Assistance Program (EAP) is a comprehensive, top-ranked employee assistance services provider that offers practical, real-world solutions to employee life issues that may derail productivity and satisfaction.

Inova's 24/7 EAP hotline and convenient online resources provide employees with easy, confidential access to professionals and resources, including:

- Confidential counseling
- Legal services
- Financial services
- Savings center
- Identity theft services
- Webinar training
- Work Life referral services for child and elder care, home repairs, pet care, and more
- Wellness Coaching
- Lactation support

District employees can log onto the Inova Employee Assistance member site via the DC Government intranet at <https://dchr.in.dc.gov/page/inova-employee-assistance-program>. Please note: Secure or VPN connection is required for access.

Contact

Inova Employee Assistance

(800) 346-0110

www.inova.org/eap

Attachment(s):

 [DC Government Employee: Inova Employee Assistance Poster](#)

 [DC Government Employee: Inova EAP iConnectYou Flyer](#)

 [DC Government Employee: Inova EAP Mindfulness Sessions](#)



Inova Employee Assistance Program provides support and resources

This benefit is available to you and your household members

Confidential counseling

Our short-term counseling services can help you find solutions to problems ranging from family or workplace frustrations. Our licensed professional employee assistance program providers will listen to your concerns, define the problem, and refer you to a telephonic, virtual or in-person counseling and other resources for:

- Stress, anxiety and depression
- Substance abuse
- Relationship/marital conflicts
- Grief and loss

Financial services

Speak with a financial planner on a wide range of financial issues. Financial information, tools and calculators are also available on our website. Unlimited sessions are available in a variety of topics:

- Getting out of debt
- Retirement
- Estate planning
- Tax questions

Online resources

Inova Employee Assistance Program offers an interactive online service that provides 24-hour access to an extensive library of nationwide work-life resources and interactive tools including:

- Savings discount center
- Relocation center
- Monthly online seminars
- 24-hour instant messaging access to a work-life consultant

Legal services

Inova Employee Assistance Program offers a free 30-minute consultation with an in-network attorney and a 25% discount on the attorney's hourly rate.

Call about:

- Divorce and family law
- Debt and bankruptcy
- Real estate
- Civil and criminal
- Wills and trusts

Work-life referral services

Our work-life consultants will assess your needs, pinpoint appropriate resources and suggest guidelines for evaluating those resources. We will also follow up to ensure your satisfaction with our services. Our consultants can locate resources in a variety of areas including:

Childcare, which includes:

- Day care
- Summer camp
- Au pair agencies

Elder Care, which includes:

- Assisted living
- Home health
- Nursing homes

Education information, which includes:

- Schools and educational consultants
- Financial aid and scholarships

Health and wellness services, which includes:

- Holistic care
- Exercise classes
- Nutritional counselors
- Personal trainers

Inova Employee Assistance Program is here to help

Confidential assistance, 24/7

TDD# for the hearing impaired

Access to online resources and services

800.346.0110

877.845.6465

Inova.org/EAP

Username: dcgov

Password: dcgov

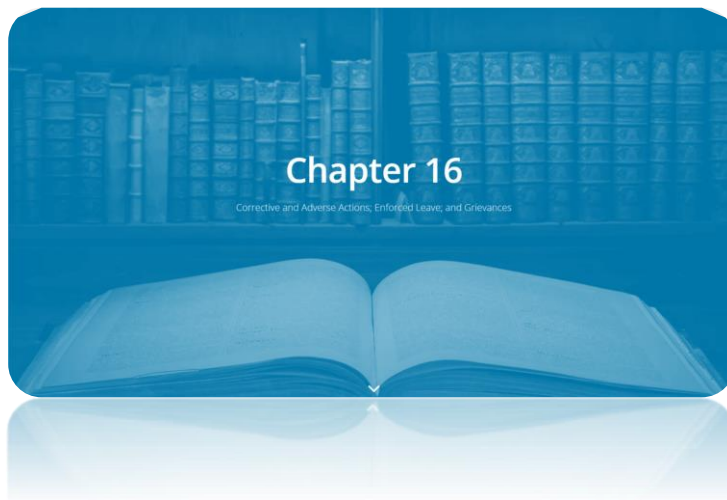
iConnectYou: 38678

DISCIPLINE: CHAPTER 16 - EDPM

The District of Columbia takes a positive approach toward employee management to achieve organizational effectiveness by using a progressive discipline system to address performance and conduct issues. Managers must reliably establish and communicate reasonable performance and conduct standards that serve the public trust. Each employee has a responsibility to perform their duties to the best of their ability and to those standards established by management. When an employee fails or refuses to meet applicable standards, management has an obligation to take appropriate action to ensure governmental integrity.

To review the District's policy on Discipline, please use the link below.

[EDPM I-16-18 - Discipline](#)



PERFORMANCE PLANS: CHAPTER 14 - EDPM

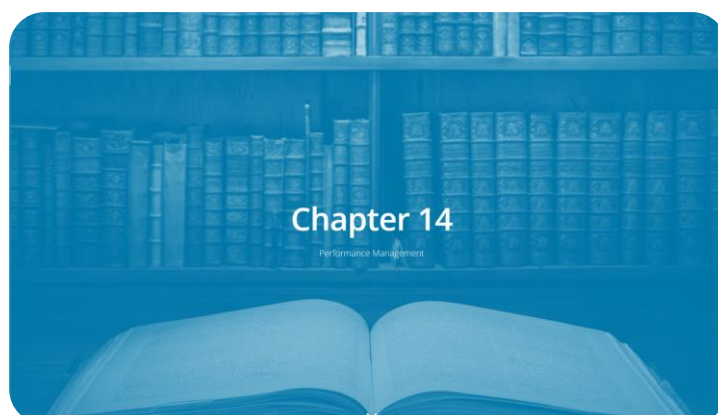
The District government strives to provide its residents with the best in government services. To realize this vision, every employee must put forth an honest and concerted effort to meet performance expectations. Whenever an employee's performance falls short of expectations, management officials have a responsibility to improve the employee's performance by clarifying expectations, coaching and mentoring the employee, and supplying the necessary tools to help the employee grow and succeed.

The performance management program implemented shall accomplish all of the following:

- Create and set forth work expectations in relation to the strategic goals of a work unit, an agency, and, where applicable, the District government as a whole;
- Hold supervisors and employees accountable for performance, which shall include a direct relationship between the performance evaluation received pursuant to this chapter and the receipt of any periodic salary increases (including salary increases on both step and merit-based salary plans);
- Objectively evaluate employees' work performance based on criteria that have been made known to the employees prior to the performance evaluation.
- Improve employee performance through a developmental plan and continuous employee skill development.
- Recognize employees' accomplishments and identify employees' deficiencies so that appropriate rewards or assistance can be provided and
- Tie employee performance to work unit, agency, and, where applicable, District government-wide outcomes.

To review the District's policy on Performance Plans, please use the link below.

[EDPM I-14 – Performance Plan](#)



Telework is a workplace option that benefits employees, employers, and the public alike by lessening commuting costs for workers, reducing the need for dedicated workspace, reducing traffic congestion, and by reducing commute-related pollution. The general summary, requirements, and restrictions of routine telework include the following:

General Summary

Routine telework is a pre-approved, written arrangement in which an employee can perform officially assigned duties at the employee's home address on a regular basis. Routine telework may be combined with flexible work schedules (see prior section) but may not be combined with a compressed work schedule.

When agencies offer employees telework, the option to telework must be offered on an equal basis to all employees in an administration, office, or unit. However, employees are not entitled to any telework schedules.

Prior to an employee being approved for telework, the immediate supervisor must determine if the duties of the employee's position are appropriate for telework. For instance, an employee who consistently provides face-to-face service to customers or clients likely is not a good candidate for telework.

Requirements

If on an approved telework agreement, the employee must be able to report to his or her official worksite, if requested to do so by the immediate supervisor, within a time period as prescribed by the agency. As an example, an agency may require its teleworking employees to report within two (2) hours following a request to attend a mandatory meeting due to an emergency.

Employees who telework are required to respond to all emails and phone calls within a time frame as designated by the agency. For instance, a department may require that its employees respond to calls/emails within 45 minutes of receipt.

Restrictions

An employee is ineligible to participate in telework (including Situational Telework, as discussed below) if he or she:

- Failed to receive written approval in advance from his or her supervisor/manager, the agency head, and the personnel authority, if applicable;
- Received a rating of Marginal Performer (Level 2) or lower on his or her most recent official performance evaluation or
- Is on a Performance Improvement Plan.

Telework & Alternate Work Schedule Application

An employee seeking approval to participate in an alternative work schedule or telework must submit an application in PeopleSoft using the self-service portal at ess.dc.gov > Self Service > Personal Information > DC Telework Agreement. For step-by-step instructions, please refer to the Telework Application Guide.

Recording Hours in PeopleSoft

Employees on a compressed schedule or telework should appropriately report their time in PeopleSoft. Regardless of which work option is chosen, time entry in the system should indicate the number of compressed hours worked or show the day(s) an employee is teleworking. For instance, if an employee works a compressed schedule under a 10-hour schedule, their time entry must reflect 10 hours of "Regular Time," on 4 days each week of the pay period. Additionally, a timesheet for an employee on routine telework should show the scheduled telework day(s) using the time reporting code (TRC) of "Telework (Routine)-ROTW."

Additional Agency Considerations

When an employee has been approved for routine or situational telework, consider requiring these employees to establish and complete a work plan on a daily basis. The work plan identifies tasks, assignments, projects and initiatives that an employee has been assigned and it assists with time management.

The agency may want to: (1) include a requirement that a teleworking employee be able to report to work within a specified period of time (for instance 2 hours) following a request from manager; or (2) respond to emails or phone calls within a certain amount of time following receipt (for instance 45 minutes).

Employees approved to telework more than 2 days a week (with the approval of the personnel authority) should not be assigned a dedicated government workspace. Instead, agencies should consider a shared workspace model for those employees.

Reference Material

Employees and managers may obtain additional guidance from the following reference materials:

- Section 1211 of Chapter 12, Hours of Work, Legal Holidays and Leave
- Telework General Information Guide at DCHR intranet site
- Telework Information Center at DCHR intranet site

TIME ENTRY

Step 1 - Log onto PeopleSoft via pshcm.dc.gov (if at work) or ess.dc.gov (if at home). Next, select “Self Service”, then “Time Reporting,” then “Report Time,” and lastly, “Timesheet.”

Step 2 - On the “Timesheet” screen, you will see dates aligning with the current pay period. If you need to submit time for a prior pay period, select the “Previous Time Period” icon at the top of this section.

Using the “Time Reporting Code” drop-down menu, indicate the type of time that you are reporting for each date. While there are many Time Reporting Codes (TRCs) listed in the menu, the ones you will typically use are listed below:

- Regular (REG-for any standard day on which you report)
- Sick Leave Taken (SLT-for hours taken for a sick purpose)
- Annual Leave Taken (ALT-for hours taken for a personal or vacation purpose)
- Holiday (HOL-for hours on a District or Federal holiday)
- Holiday Worked (HLW – for hours worked on a District or Federal holiday)
- Telework Routine (ROTW – for telework hours only)

From Sunday 02/11/2024 to Saturday 02/24/2024														Total
Sun 2/11	Mon 2/12	Tue 2/13	Wed 2/14	Thu 2/15	Fri 2/16	Sat 2/17	Sun 2/18	Mon 2/19	Tue 2/20	Wed 2/21	Thu 2/22	Fri 2/23	Sat 2/24	Total
	8							8						
		8							8					
			8							8				
				8							8			
					8							8		
						8							8	

Step 3 - To save your timesheet, select the “Save for Later” button at the bottom of the timesheet. Note that saving your timesheet does not submit your hours, and your supervisor cannot see your saved hours. For your supervisor to view and approve your submitted hours, you must select the “Submit” icon at the bottom of this section.

Questions regarding the time entry process can be directed to your Supervisor.

DCHR 5 Minute Facts: Navigating PeopleSoft

The Navigating PeopleSoft video provides an illustrated tutorial on detailed information to help employees understand their Employee Self-Service Portal. The video features step-by-step instructions on how to input time, submit a leave request, review your paycheck and benefits, request training, and update your personal information.



<https://www.youtube.com/watch?v=n6zR4qTPv8Y>



OFFICE OF THE CHIEF MEDICAL EXAMINER

2024

