OCME Employee Handbook 2008-2009 Office of the Chief Medical Examiner





Marie-Lydie Y. Pierre-Louis, MD Chief Medical Examiner Office of the Chief Medical Examiner

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

1910 Massachusetts Avenue, S.E., Bldg. 27 Washington, D.C. 20003

NEW EMPLOYEE CHECKLIST

	Orientation at DCOP
	Report to the Office of the Chief Medical Examiner (OCME)
Meet w	ith Management Liaison Specialist (HR Advisor)
	Review of OCME Sign-in Procedures for Time & Attendance
	Review Logistics regarding T&A (i.e. leave slips, OT slips etc.)
	Review Logistics on Training and Travel (i.e. how to request training and travel if needed
	etc.)
	Tour facility
Meet w	<u>ith Administrator</u>
	Receive badge with instructions on usage and information on the security system
	Review how to order office supplies (including contact of Admin. Assistant)
	Ensure phone (voicemail) and computer log-in is setup and working
	Provide employee with OCME Employee Handbook which should include the following:

Section 1

- OCME Mission Statement
- OCME Organizational Chart
- OCME Programs
- All About Your Position

Section 2

- Biographies of Executive Staff
 - ➤ Chief Medical Examiner
 - ➤ Chief of Staff
 - ➤ Management Service Officer
 - Director of Forensic Investigations
 - ➤ General Counsel
 - ➤ Program Manager for OCME Fatality Review Unit
 - ➤ Management Liaison Specialist (HR)
- Biographies of OCME Units
 - > Administration Unit
 - > Communications/ Case Processing Unit
 - > Fatality Review Unit
 - ~Child Fatality Review Committee
 - ~Mental Retardation and Developmental Disabilities Fatality Review Committee

- ~Domestic Violence Fatality Review Board
- ~Maternal Fatality Review Committee
- ➤ Forensic Pathology Unit
- ➤ Information Technology Unit
- ➤ Medical Transcription Unit
- > Investigation Unit
- ➤ Records Management Unit
- Mortuary Unit ~Autopsy, Body Disposition
 ~Forensic Imagery Unit
- > Toxicology Laboratory
- OCME Voicemail Scripts and Instructions
- Customer Service Policy

Section 3

- Hours of Operations
- Holiday Calendar
- Lunch & Breaks
- Getting to Work

Section 4

- District of Columbia Policies on Discipline
- District of Columbia Policies on Employee Evaluation
- Employee Training
- Leave & Attendance Policy

Section 5

- Leave and Overtime Request
- Dress Standards Policy
- Agency Telephone Listing
- Security

Section 6

- Public Relations
- Office Safety
- Supplies-Equipment/ Removing Property from the Building
- IT Policies & Equipment Usage

Section 7

- Disclosure of Confidential Information
- Non-Discrimination
- Drug Free Workplace
- Alcohol Free Workplace

Section 8

- Ethical Conduct
- Employee Assistance Program / COPE
- OCME Mass Fatality Plan
- OCME Pandemic Flu Policy

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A	1	 OCME Mission Statement OCME Organizational Chart OCME Programs All About Your Position
B	2	 Biography of Executive Staff Biography of all OCME Units OCME Voicemail Scripts and Instructions Customer Service Policy
E	3	Hours of OperationHoliday CalendarEmployee Breaks/ LunchGetting to Work
F	4	District of Colombia Policies on Discipline District of Columbia Policies on Employee Evaluations Employee Training Leave & Attendance Policy
C	5	 Leave and Overtime Request Dress Standards Policy Agency Telephone Listing Security
N	6	Public Relations
E N	7	Disclosure of Confidential Information Notice of Non-Discrimination Drug Free Workplace Alcohol Free Workplace
T S	8	 Ethical Conduct Employee Assistance Program OCME Mass Fatality Plan OCME Pandemic Flu Policy

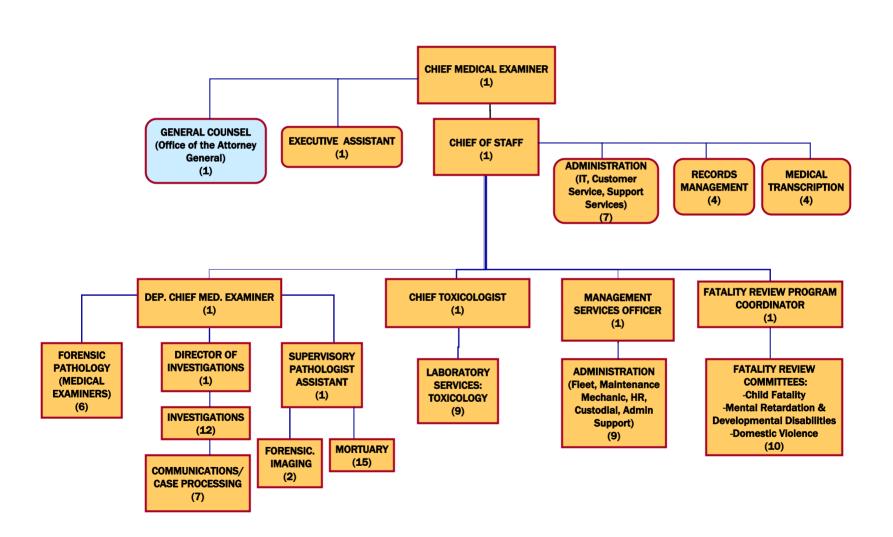
GOVERNMENT OF THE DISTRICT OF COLUMBIA OFFICE OF THE CHIEF MEDICAL EXAMINER 1910 Massachusetts Avenue, S.E., Bldg. 27 Washington, D.C. 20003

OCME MISSION STATEMENT



The mission of the Office of the Chief Medical Examiner (OCME) is to investigate and certify all deaths in the District of Columbia that occur by any means of violence (injury), and those that occur unexpectedly, without medical attention, in custody, or which pose a threat to the public heath.

OFFICE OF THE CHIEF MEDICAL EXAMINER ORGANIZATIONAL CHART FY2008



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

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OCME PROGRAMS

A. Program I: Death Investigation and Certification

This program is comprised of six (6) primary Units that together enable the OCME to carry out its mission to investigate and certify deaths in the District of Columbia where jurisdiction has been accepted by our office. Within this program, OCME provides the following services to governmental agencies, medical students and the public: training, educational presentations, internship programs, medical rotations, and committee meetings. Documents produced by this office for the public at large are Autopsy Reports (includes Toxicology Reports) and Annual Reports.

1) Forensic Pathology

The purpose of Forensic Pathology is to provide in a timely manner decedent external and/or internal examination, documentation and analysis services to law enforcement, government agencies, interested parties and families to determine and understand the cause and manner of death. Postmortem examinations are conducted from which death certificates and autopsy reports are produced. Medical examiners provide information and testimony to law enforcement and in court.

2) Forensic Investigations

The purpose of Forensic Investigations is to collect information and provide information, evidence gathering and medical interpretation services to OCME, law enforcement agencies, legal counsel and the community to identify decedents and aid in the determination of the cause and manner of death.

3) Mortuary Services

The purpose of Mortuary Services is to provide body disposition and autopsy support services to OCME, the funeral industry and the public so they can have a body, which is prepared for autopsy or disposition in a timely manner.

4) Laboratory Services

The purpose of Laboratory Services is to provide scientific support services (including Toxicology reports) to OCME, law enforcement agencies, legal counsel and the community so they can access timely, accurate and complete data and information.

5) Grief Counseling

The purpose of Grief Counseling is to provide assessment, intervention and referral services to individuals and families of decedents so they can cope with issues of trauma and grief following the death of a loved one.

B. Program II: Agency Management

This program provides administrative services and support to the staff of OCME. These services include, but are not limited to: personnel management; contracting and procurement; property management; information technology; financial management; legal services; agency management; fleet management; communications; risk management; training and employee development; customer service; performance management; and labor management.

C. Program III: Fatality Reviews

The purpose of Fatality Reviews is to provide review and analysis services to District entities serving defined populations and to the public, so they can address systemic problems, provide better services and be accountable. The various fatality review committees within OCME are as follows: Child Fatality Review Committee (CFRC), Mental Retardation and Development Disability Fatality Review Committee (MRDD FRC), Domestic Violence Fatality Review Board, and Maternal Fatality Review Committee.

GOVERNMENT OF THE DISTRICT OF COLUMBIA OFFICE OF THE CHIEF MEDICAL EXAMINER 1910 Massachusetts Avenue, S.E., Bldg. 27 Washington, D.C. 20003

ALL ABOUT YOUR NEW POSITION



	ALL ABOUT YOUR POSITION			
You Have Been Assigned To This Organization:	OFFICE OF THE CHIEF MEDICAL EXAMINER			
Your Supervisor's Name Is:				
Your Duty Location Is:	1910 Massachusetts Ave, S.E., Bldg 27 Washington, D.C. 20003			
Your Job Title Series, Grade And Salary Are:				
TYPE OF APPOINTMENT				
() MANAGERIAL	() SUPERVISORY () TEAM LEADER () NEITHER			

Eligible for Health Insurance: () Yes () No Change () No Eligible for Life Insurance: () Yes () No Change () No

) Reinstatement Career

() TAPER (Temp. Appt. Pending Establishment of Register.)

()Management/Supervisory

() WAE (Intermittent on-call)

) Reassignment

() Full Time

() Term Appt.

()Part-Time

() Excepted Service



Biography

MARIE-LYDIE Y. PIERRE-LOUIS, MD

Chief Medical Examiner

Dr. Pierre-Louis brings to the District approximately 20 years of Forensic Pathology experience, with licensures to practice medicine in the District of Columbia and Haiti. She completed her fellowship with the Government of the District of Columbia, Office of the Chief Medical Examiner in 1986, and was then appointed to serve as a Deputy Medical Examiner for the office, where she remained for 17 years until September of 2003. She became the Interim Chief Medical Examiner in September 2003, Acting CME in October 2004 and was then appointed to serve as the Chief Medical Examiner in December 2004.

While serving as a Deputy Medical Examiner to the District, Dr. Pierre-Louis performed over 5,012 autopsies and witnessed over 15,000 throughout her career, as well as provided expert testimony in over 400 criminal and civil cases throughout the Washington DC Metropolitan area.

As a medical professional and a public servant to the constituents of the District of Columbia, Dr. Pierre-Louis actively pursues opportunities with other District Government entities that enable the agency to provide services and participate in programs that will aid in the District's goal to reduce crime and educate youth throughout the city. For example, Dr. Pierre-Louis has led the agency in participating in programs such as "Career Day 2004, sponsored by the Friendship Edison Public School Charter," "Operation Prevent Auto Theft (OPAT), sponsored by Metropolitan Police Department," the "Youth Supported Employment Program (YSEP) sponsored by DC Department of Mental Health" and the "National Youth Leadership Forum on Medicine."

In her previous roles as the Interim and Acting Chief Medical Examiner, as well as, in her current role as Chief Medical Examiner, she enthusiastically assumes the responsibility of providing administrative oversight to the Domestic Violence Review Board (for which she played an integral role in its establishment), the Mental Retardation and Developmentally Disabled Fatality Review Committee (of which she serves as co-chair), and the Child Fatality Review Committee, all of which involve our city's most vulnerable populations. Through the hard work of these committees, Dr. Pierre-Louis is committed to making a difference and improving the quality of life of these vulnerable populations.

Dr. Pierre-Louis has current professional affiliations with the National Association of Medical Examiners (NAME), the International Association of Pathologists, and with the Friends of the Armed Forces Institute of Pathology (AFIP).

Dr. Pierre-Louis obtained her Medical Degree at the Medical School of the State University of Haiti in 1974. She completed her residencies at the State University Hospital in Port-au-Prince Haiti and at Howard University Hospital in Washington DC. Her fellowships include Gastro-Enterology at Klinikum Charlottenburg, Freie Universitat (Germany) and in Forensic Pathology at the Office of the Chief Medical Examiner, Washington DC.

She regularly provides educational lectures and presentations to various professional entities locally; however, her most recent international lecture was presented in Barcelona, Spain featuring "Forensic Pathology of Gunshot Wound Deaths".

Dr. Pierre-Louis has been married for 25 years, has 3 children, and lives in Washington, DC.



Biography
BEVERLY ANN FIELDS, ESQ.
Chief of Staff

Ms. Beverly Ann Fields graduated from the Academy of the Holy Cross as Salutatorian of the Class of 1983. Ms. Fields then attended Howard University and graduated in 1989 with a Bachelor of Science in Mechanical Engineering. She then interned at the National Science Foundation in the Engineering Directorate, as assistant to the Director and Deputy Director.

In the fall of 1989, Ms. Fields began working at Booz, Allen & Hamilton -- an engineering consulting firm as a Mechanical Engineer for the company's Ship Systems Practice. There she was responsible for consulting the Naval Sea Systems Command on the shock qualification and silencing of the TRIDENT submarine.

In 1991, Ms. Fields entered Howard University's School of Law where she was member of the Law Journal, Moot Court Team, and Phi Alpha Delta International Fraternity. Graduating <u>cum laude</u> in 1994, she was hired as an associate of the law firm of Dewey Ballantine, where she practiced for two and one half years in the firm's Energy Practice. She is a member of the District of Columbia and Maryland State Bar Associations.

Beginning March 1997, Ms. Fields began a career on Capitol Hill working for Congressman Harold Ford, Jr. (TN-9th, Memphis) as his Legislative Director. In 1999, she began working for Congressman Elijah E. Cummings (MD-7th, Baltimore) also as Legislative Director. On January 1, 2002, Ms. Fields joined the staff of Congresswoman Eddie Bernice Johnson (TX-30th, Dallas) as Chief of Staff and remained in that capacity through April 2004.

In 2004, Ms. Fields was lined as the Chief of Staff for the District of Columbia Office of the Chief Medical Examiner where she is charged with the administration of the agency, including budgeting, contracting and procurement, facilities and fleet management, legislative and legal matters, risk management, labor-management and human resources, and emergency response planning. She serves as the Public Information Officer (PIO), Agency Risk Management Representative (ARMR), Labor Liaison and an Emergency Liaison Officer (ELO).

In addition to the above, Ms. Fields has been sought for numerous speaking engagements and cable television appearances regarding Congressional operations and public policy. She has also produced and co-hosted a cable television show. Throughout her career, Ms. Fields has received awards including being named one of thirty Fellows to participate in the John C. Stennis Congressional Fellowship for the 108th Congress. She also successfully completed testing and is a member of the National Association of Parliamentarians. Moreover, she has served as a Professor at the USDA Graduate School for the past eight years.



Biography
PEGGY J. FOGG
Management Service Officer

Ms. Peggy J. Fogg graduated from Durham Business College class of 1969 with an AA degree in Executive Secretarial Science. Years later she attended Howard University, University Without Walls (spring 1982), the University of the District of Columbia (UDC) in 1982 and Sword of Spirit Bible Institute (Washington DC) in 2002.

In 1977, Ms. Fogg began her career with the District of Columbia Government as a Clerk-typist with the Public Service Employment. With professional growth as her motto, she joined the staff of the Council of the District of Columbia as an Administrative Aide.

From 1978 until 1999 her desire to continue growing afforded her an opportunity to serve four distinguished mayors under the umbrella of the Executive Office of the Mayor (EOM) in the administrative and management job series. During her tenure, she reviewed, evaluated, read, directed, and referred correspondence; prepared briefings, remarks, speeches, talks, and conferences for both the Mayor and executives; also maintained daily schedules and point of contact with high level officials, local and international level professional groups and organizations. Ms. Fogg coordinated travel and compiled data for conferences and meetings; prepared the budget for the National Association of Secretaries of State (NASS) conference, attended conferences in Washington, Oregon, and Massachusetts; and coordinated logistics for NASS Winter Conference in Washington, DC. She also toured the Archives in Burnaby and Victoria, BC.

Later she became a Financial Management Specialist for the EOM-Controller Office. She was an Alternate Certifying Officer for the EOM \$5.6 million budget; prepared, managed, allocated, and monitored the \$2 million Mayor's budget; enveloped budget estimates, projections, financial reports, cost analysis and justifications; and forecast and analyzed personnel costs.

In 1999, Ms. Fogg became and is currently the Management Service Officer for the Office of the Chief Medical Examiner (OCME). Her responsibilities include but are not limited to facility management, as well as financial, administrative, technical and clerical operations in OCME. Budget development, personnel, payroll, procurement, supplies, inventory, telecommunications and fleet management are also very demanding components. She also provides leadership and coordinates management and administrative operations of the unit. She rates employee performances in accordance with established standards; recommends personnel actions; interviews and selects new employees; approves leave; investigates complaints and resolves differences between employees; provides for training; and gives such other guidance as needed to assure the expeditious accomplishments of work and the development and maintenance of competent staff. Her other duties include serving as the Compliance Officer for Local, Small and Disadvantaged Business Enterprise (LSDBE) related issues; and participating in strategy sessions of both the Labor Management Partnership Council (LMPC) and the Risk Assessment Control Council (RACC).

Throughout her career, Ms. Fogg has received Achievement Awards "Distinguished Public Service Award, Academic Achievement Award, Certificate of Commendation – Excellence in Financial Reporting, and Certificate of Recognition of Outstanding Performance Rating."



MICHELLE MACK
Director of Forensic Investigations

Ms. Michelle Mack graduated from Somerset County Vocational and Technical Institute School of Practical Nurses Class of 1971. After a career as a psychiatric nurse, Ms. Mack attended Kingsborough Community College graduating summa cum laude, completing her education at The Long Island University/The Brooklyn Hospital Center Physician Assistant Program in 1989, Cum Laude, with a Bachelor of Science-Health Science/ P.A. Certificate.

Ms. Mack received the Dean's Award at Long Island University in 1989, Stanley S Bergan Award – LIU/Brooklyn Hospital in 1989, and the Biological Science Award – Kingsborough Community College in 1987. Ms. Mack is licensed as a Physician Assistant in the District of Columbia, the Commonwealth of Virginia, and the State of New York.

In 1989, Ms. Mack began her career as a Staff Physician Assistant at the Sing Sing Correctional Facility in New York providing primary care to the inmates; she then moved on to become Staff Physician Assistant at Beth Israel Medical Center Methadone Maintenance Treatment Center in New York City. Ms. Mack was a Staff Physician Assistant at Saint Clare's Hospital/ The Spellman Center for HIV related Diseases where she helped to establish one of the first clinics in the country that offered HIV primary care on site to Methadone Maintenance clients. In 1995 she was hired as a Medicolegal Investigator I and promoted to Medicolegal Investigator II for the City of New York Office of the Chief Medical Examiner in 1996. In 1999, Ms. Mack was hired as the Senior Medicolegal Investigator for the Office of the Chief Medical Examiner for the District of Columbia. In 2003, she furthered her distinguished career to become Director of Investigations. At DC OCME Ms. Mack oversees the staff of the Investigations unit and the Communications/Intake unit.

Ms. Mack has been sought for numerous speaking engagements throughout the East Coast, and also is affiliated with multiple organizations including: American Board of Medicolegal Death Investigators, where she is a registered Diplomat, DHS/DMORT – Medical Investigator, American Academy of Physician Assistants, the District of Columbia Academy of Physician Assistants, and the Commonwealth of Virginia Association of Physician Assistants. During her tenure at DC OCME, Ms. Mack has become intimately involved in Mass Fatality planning in the District and the National Capitol Region.

Ms. Mack was born in Blackstone VA and grew up in Manville, NJ, the eldest of twelve children. She raised her two sons in Brooklyn, NY; the boys now reside in San Diego, CA with families of their own.



Biography
SHARLENE E. WILLIAMS
General Counsel

Sharlene Williams is a native Washingtonian who grew up in Anacostia before the schools and public accommodations became integrated. Ms. Williams is a proud product of D.C. Public Schools, having attended Birney Elementary School, Douglas Junior High School, and McKinley Tech graduating in 1962. At McKinley, Ms. Williams served as Captain of the Cheerleaders, Treasurer of her senior class, and Secretary to the Student Counsel.

While married and raising three daughters, Ms. Williams attended Hampton Institute (University), the University of Massachusetts at Amherst, and graduated from Washington and Jefferson College, with a B.A. in Political Science in 1975. Ms. Williams also made the Dean's List.

Ms. Williams has taught Social Studies and United States Government in middle school and high school. She spent ten years on Capitol Hill working for Senator Christopher Dodd (Ct.) and Bill Bradley (NJ). In 1990, Ms. Williams returned to school to study law at the District of Columbia School of Law, where she made Law Review. Ms. Williams graduated from law school in 1993, and simultaneously sat for two bar exams, Maryland and Pennsylvania and passed them both. She then became a member of the D.C. Bar giving her three practice jurisdictions.

Ms. Williams spent the next ten years working for the Office of the Corporation Counsel, currently, the D.C. Office of the Attorney General as a trial attorney, EEO Officer and Americans with Disabilities Act Compliance Officer. As a trial attorney, Ms. Williams represented and advised the Department of Mental Health in a variety of matters growing out of the operation of Saint Elizabeths Hospital, primarily in the civil commitment of mentally ill individuals and medical malpractice lawsuits. Ms. Williams was also responsible for approximately 145 mental retardation cases under the Mental Retardation and Developmental Disabilities Agency.

Ms. Williams spent one year in the Appellate Division where she briefed and argued cases in the D.C. Court of Appeals and the U. S. Court of Appeals. She has several published cases in both courts.

Ms. Williams is currently General Counsel for the Office of the Chief Medical Examiner.



Biography
SHARAN JAMES
Program Manager for OCME Fatality Review Unit

Sharan James is the Program Manager for the OCME Fatality Review Unit. Ms. James educational training includes a Bachelors of Science degree in psychology from Boston University and a Masters of Social Work degree from Howard University.

Her career in the District government includes extensive experience in the area of social services policy and program development, including child welfare, early childhood education, and adult protective services.

Ms. James has worked in the area of fatality review since 1997 beginning as the Coordinator for the Child Fatality Review Committee (CFRC). Currently as program manager of the Fatality Review Unit, Ms. James has responsibility for the overall planning, coordination and management of three fatality review committees, CFRC, Mental Retardation and Developmental Disabilities Fatality Review Committee and Domestic Violence Fatality Review Board.

Plans are in place to create a fourth fatality review process, Maternal Fatality Review Committee.



Biography
PATRICIA DIANE LEWIS
Management Liaison Specialist (HR)

Patricia Diane Lewis serves as the Management Liaison Specialist for the OCME. She has over 30 years of Human Resources experience. She has a thorough mix of all the functional areas of human resources but specializes in position classification and organizational design. Her background includes 20 years of federal human resource experience, 8 years in the private sector and nearly 4 years with the District Government.

Ms. Lewis' education includes a Bachelors of Arts degree in history from Fisk University and extensive graduate course work in human resources. Ms. Lewis has over 200 hours of continuing education units (CEU's) in public sector HR disciplines including staffing and recruitment, classification, employee relations and employee development. She also has a Society of Human Resource Management professional certification (PHR).

Ms. Lewis has participated in numerous special projects throughout her career, including compensation and pay for performance projects.

ADMINISTRATION UNIT

The Administration Unit is compiled of multiple groups to form the administration team. This team includes: Support Services, Executive Assistant, Customer Service Specialist, Staff Assistants, Fleet Management Specialist, Custodial Worker, and Maintenance Mechanic. The Administration Unit's multiple responsibilities:

Support Services:

- > Service contracts for all office equipment & instruments.
- Monitor the use of all equipment.
- Coordinate with vendors on all facility Maintenance & Emergency repairs.
- Create purchase orders for conventional office equipment, supplies, and materials.
- Assist with preparing requisitions for supplies, equipment, and other services through established procedures.
- > Receive, assort, stamp, and distribute incoming and outgoing mail.
- > Order records and track office medical laboratory supplies.
- > Accounts Payable
- > Accounts Receivable
- > Inventory on all equipment & supplies.
- > Interact with vendors about supplies.

Executive Assistant to the Chief Medical Examiner:

- Responsible for providing leadership and managerial support to the Chief Medical Examiner in all interactions with constituents, staff and medical community
- Serves as Customer Service Business Partner, responsible for developing procedures and strategies that ensure agency compliance with District Wide Customer Service Program, including development of Agency Customer Service Business Plan and Strategic Goals, Quarterly Customer Services Report.
- ➤ Point of Contact for the Mayor and Deputy Mayor Office.
- Waste Management Coordinator.

Customer Service Specialist:

- ➤ Serves as agency primary, first point of contact providing customer service that adheres to the District-wide Customer Service Program, which includes answering incoming telephone calls, agency voicemail responsiveness and face-to-face interaction with constituents/ visitors.
- Receives incoming telephone calls from the public, law enforcement agencies, medical facilities and funeral service industry personnel to report deaths, request or communicate information and documentation. Directs telephone, fax and walk-in inquiries to the appropriate personnel.
- > Greets and provides assistance to family members and others completing documentation required for identification. Facilitates the presentation of

- photographs for identification and acts as official witness to the identification process.
- Facilitates the receipt payment from family members, funeral directors and others for cremation requests, proof of death and other documents.
- ➤ Provides information to funeral service personnel on the release status of decedents and facilitates the assistance of funeral directors in the preparation of decedent release documentation.
- ➤ Greets and receives all visitors to the OCME and contacts the appropriate personnel regarding the visitors. Contact appropriate personnel with respect to all deliveries to the agency.
- Maintain reception area of agency for daily operation.
- > Performs other related duties as assigned.

Staff Assistant to the Chief of Staff:

- Assistant to the Chief of Staff.
- > Drafts and prepares correspondence as assigned by Chief of Staff.
- ➤ Disseminates information on new or revised administration policies and procedures to affected departments within OCME
- Responsible for specific complex projects as assigned.
- ➤ Manages the schedule of the Chief of Staff coordinating with him/her on a daily basis.
- > Schedules appointments, meetings, events, travel arrangements, etc. for the Chief of Staff.
- > Serves as time approver for assigned employees
- ➤ Publishes the agency's newsletter
- Works with the agency's fire inspector to insure all codes are up to date
- > Prints time clock reports to supervisor's when requested.
- ➤ Coordinates the agency's conference room schedule
- ➤ Plans and executes all emergency drills for the agency, reporting to the Chief of Staff on progress

Fleet Management Specialist:

- > Operates gasoline or diesel powered vehicles.
- > Coordination of agency fleet program.
- > Coordinates routine and emergency maintenance of the OCME Fleet with the Fleet Management Administration.
- ➤ Responsible for "How I Drive Campaign"
- Maintains detailed maintenance records for each OCME vehicle.
- > Performs operational inspections of vehicle for loose parts, damaged or worn tires, etc.
- > Stocks and maintains each vehicle with appropriate emergency road hazard equipment.
- > Reports defects in vehicle operation, accidents, damage, or traffic violations.
- Maintains trip mileage and gasoline usage records.

Maintenance Mechanic:

- Responsible for the operation, maintenance, and repair of the central air conditioning plant
- Responsible for the operation, maintenance, and repair of the central heating plant

> >	Responsible for operation maintaining air handling units, pumps, fans, and rotated plant. General facility maintenance & repairs

COMMUNICATIONS/ CASE PROCESSING

Intake Assistants:

Receive incoming telephone calls and faxes from the public, law enforcement agencies, medical facilities and funeral service industry personnel to report deaths, request or communicate information and documentation. Directs telephone, fax and, walk-in inquiries to the appropriate personnel.

Document reports of deaths and OCME acceptance or decline of jurisdiction. Assign case numbers and obtain organ and tissue recovery information. Prepares death certificates for all OCME cases. Obtain appropriate signatures for death certification and cremation approval. Process paperwork for all cases referred for public disposition.

Enter and track case data electronically utilizing specialized computer software.

Provide information to funeral service personnel on the release status of decedents and assist funeral directors in the preparation of decedent release documentation.

Provides assistance to family members and others in completing documentation required for decedent identification. Present photographs for identification and act as official witnesses to the identification process.

Function as the liaison between the medicolegal investigator, mortuary technician and medical examiner in the field, providing information required for response, scene investigation and body transport.

Receive payments from family members, funeral directors and others for cremation requests, proof of death forms and other documents. Documents and forwards payments to the appropriate office.

Perform other related duties as assigned.

FATALITY REVIEW UNIT

Committee Members:

The Office of the Chief Medical Examiner, Fatality Review Unit is responsible for coordinating and implementing the activities of all fatality review committees/boards. Each Committee/Board is responsible for conducting retrospective reviews of the deaths of specific populations. The purposes of the reviews are to examine past events and circumstances surrounding deaths; assist the District in gaining empirical insight into fatalities occurring among District residents and within our community; and promote improved and integrated public and private systems serving individuals, families and children. The goals of the review processes are to reduce the number of preventable deaths and/or improve the quality of residents' lives.

The purpose and goals are achieved through the following objectives:

- Collecting, reviewing and analyzing standardized data to improve the understanding of the causes and factors that are contributing to residents' deaths.
- Identifying and evaluating services to ensure that appropriate systems, public and private, are accountable.
- Developing and monitoring plans for the implementation of recommendations for systemic changes within the various governmental and private agencies and/or programs interfacing with residents.
- Increasing the thoroughness and effectiveness of public and private social, child welfare, health, educational, law enforcement and legal service delivery systems in the District of Columbia.
- Improving and optimizing systematic responses to violence, neglect/abuse, and public health problems within the District of Columbia by evaluating existing statutes, policies, and procedures.
- Enhancing and supporting cooperation and communication service delivery systems by establishing guidelines for interagency, and interdisciplinary education and collaboration in the prevention of child fatalities.

Currently there are four fatality review processes operating under the auspices of the Fatality Review Unit. These Committees/Boards include the following:

- *Child Fatality Review Committee* is responsible, by DC Law 14-028, for reviewing the deaths of all children between the ages of birth through 18 years and those youth over the age of 18 who are known to the child welfare or juvenile justice programs.
- Mental Retardation and Developmental Disabilities Fatality Review Committee, by Mayor's Order 05-143, reviews the deaths of individuals 18 years of age or older who, are mentally retarded or developmentally disabled and are committed to or receiving care by the District's Department of Human Services, Mental Retardation and Developmental Disabilities Administration.
- **Domestic Violence Fatality Review Board** is responsible, by DC Law 14-296, for reviewing homicide and suicide deaths that are determined to be related to domestic violence.
- Maternal Fatality Review Committee

FORENSIC PATHOLOGY UNIT

Medical Examiner:

Investigates the circumstances of deaths in the District of Columbia that occurs suddenly, unexpectedly or by violence, including homicides, suicides or accidents; of persons whose bodies are to be cremated, or otherwise disposed of so as to be thereafter unavailable for examination; relating to disease which might constitute a threat to public health; and that occur in custody. Certifies the cause of death and the manner of death; performs acceptable postmortem examinations including autopsies; and dictates a written report which is to be completed within a timely fashion.

- Assembles case materials to include all reports, diagrams, charts, photographs and radiographs for evidentiary and confirmatory purposes documenting the cause and manner of death.
- Responds to death scenes as needed and is on call on a rotational basis.
- Provides testimony in court.
- Handles special projects as defined by the Chief or Deputy Chief Medical Examiner.
- Implements infection control surveillance.
- Assists in the formulation of policies and procedures.
- Provides assistance and direction to Investigations and Mortuary Staff.
- Assists in the educational activities of the office
- Performs other related duties as assigned.

INFORMATION TECHNOLOGY UNIT

Computer Specialist:

Provides support of infrastructure technology systems to meet requirements in the following areas: network administration, telecommunications, cable systems, desktop support, office automation, resource utilization, system inventory and performance.

Serves as Agency Telecommunications Coordinator. Responsible for procurement, inventory, setup, distribution, maintenance and training for use of telecommunication equipment (i.e., desktop phones, cell phones, portable radios, and PDAs etc.). Audits telecommunications accounts and prepares reports for the Chief of Staff and Management Services Officer.

Provide functional and technical supports of IT equipment used within the agency, which includes equipment that supports: a) desktop environment (i.e., desktop computers, laptops, printers, scanners, copiers and fax machines etc.); b) investigation (i.e., digital cameras, radios etc.); and c) mortuary services (i.e., x- x-ray machine, fingerprint machine, radios etc.). Responsible for procurement, inventory, setup, distribution, trouble shooting, maintenance and user training.

Serves as agency's main point of contact for IT and telecommunications vendors and contractors. Responsible for coordinating with venders and contractors to ensure work performed or products sold satisfies requirement.

Track and monitors the usage and distribution of IT products to users and ensures that adequate materials are available for daily production activities. Obtain maintenance for equipment that falls outside of manufacturer's warranty.

Monitors agency vehicle activities, prepares reports using Fleet Tracking Software for the Executive Management Officers.

Procure, install and maintain cable television services throughout the agency.

Provide assistance in researching, developing and recommending hardware, software, plans, programs, standards and procedures regarding IT and telecommunications.

IT Specialist (Database Administrator):

Serve as IT Lead to plan and manage the agency's IT strategy, establish and guide long-term strategic goals, policies and procedures; determine long and short term system needs and hardware acquisitions; advise agency's executive management team on the impact of IT decisions; prepare IT budgets; guide the business process re-engineering and Forensic Analytical Case Tracking System (FACTS) application strategy; track and resolve IT-related issues; drive the overall solution testing including creating and executing test plans for the core applications, application processing logic, extensibility, user interfaces, and integrations; manage the FACTS project team, the server operations and outsourced services related to information technology.

Provide day-to-day planning and management activities for development, testing and deployment, establish and track the project plan and work breakdown structures, identify and track outstanding action items and issues to completion, proactively identify ways to minimize risk, conduct Joint

Application Development (JAD) sessions with users and executive staff to determine requirements before implementation, and validate requirements with the agency decision-makers to ensure proposed efforts are necessary and feasible.

Perform design, documentation, development, modification, testing, installation, implementation, and support of new or existing applications.

Provide data management, including planning, development, implementation, and administration of systems for the acquisition, storage, and retrieval of data. Maintain and enhance administrative functions such as access controls, troubleshooting problems, and improving database performance.

Confers with other governmental units and contractors to conduct studies of latest available technology applications to solve specific problems. Evaluates off-the-shelf software routines/packages relative to specific projects and makes recommendations to the executive management team prior to procurement actions.

Maintain the agency's website in coordination with the Office of the Chief Technology Officer (OCTO) e-government development team.

IT Specialist (Network Engineer):

Provide experienced infrastructure and network administration support to ensure agency's operating environment remains stable and available.

Provide technical and functional support of overall computer operations at agency, including network infrastructure, servers, and desktop PCs. Responsible for the installation, configuration, and continuing administration of the agency domain controllers, file servers, print servers, backup media servers, application servers, toxicology and test servers.

Provide systems and network analysis, establishment and maintenance of test environment, disaster recovery planning and implementation, expert systems and network analysis, Internet/Intranet set-up and trouble-shooting, network design and implementation, system administration, network monitoring and security, OS monitoring, anti-virus patches, MS Exchange administration, WIN Proxy management, system backup and recovery, workstation connectivity.

Perform daily tasks to confirm backup logs, check server system logs, ensure antivirus status, check for Windows updates and security patches, respond to server/user/network problems, stay abreast of latest security bulletins and threats, test and evaluate new software prior to deployment.

Plan and design the enterprise technical architecture for the agency including all components of the infrastructure. Work jointly with other IT specialists to develop and integrate the current architecture with the infrastructure environment.

Ensure the integration of all system components. Analyzes emerging technologies and evaluates their potential use in architecting the infrastructure environment. Performs needs analyses to identify opportunities for new or improved business process solutions. Conducts business process reengineering for internal and system requirements and specification.

Conduct configuration management within the infrastructure architectural field. Participate in establishing configuration standards. Evaluations and reviews configuration management systems as they pertain to infrastructure architectural efforts.

MEDICAL TRANSCRIPTION UNIT

Medical Transcriptionist:

Reviews, screens and drafts responses to inquires relative to official Department autopsy and other medical and scientific reports.

Reviews and analyzes a variety of reports, complaints and sensitive issues, and makes recommendations to the supervisor.

Types autopsy and other medical and scientific reports, papers, and correspondence relative to deaths occurring under the jurisdiction of the OCME, i.e., all deaths occurring within the District of Columbia originating from known or suspected homicides, suicides, by accidental means, drug related deaths, medically unattended deaths and deaths where the public health may be threatened. Transcription is responsible for correct spelling, grammar, format and procedural correctness.

Takes complex verbatim dictation from Dictaphone machines dictated by medical examiners relative to the anatomic and pathological description of individuals whose deaths are certified without autopsy and relative to autopsy findings and test results.

Develops and drafts letters and memoranda for supervisor's signature. Designs form letters and memoranda appropriate for official use.

INVESTIGATIONS UNIT

Investigators:

The Investigations Unit investigates deaths in the District of Columbia that occur suddenly, unexpectedly or by violence, including homicidal, suicidal or accidental deaths; of persons whose bodies are to be cremated, or otherwise disposed of so as to be thereafter unavailable for examination; deaths related to disease which might constitute a threat to public health; deaths in custody etc., to help determine the cause and manner of death.

The Investigators respond to death scenes; perform preliminary examination of bodies; observe relevant aspects of the scene; document findings (also document findings photographically), including trauma. They identify and establish items of evidentiary value; coordinate with the District of Colombia Metropolitan Police Department in taking possession of evidence; and safeguard quality and maintains chain of custody.

The Investigators interview witnesses in person and by telephone; document examinations/interviews in detailed reports and maintain records; and may document findings photographically.

Investigators duties also include:

- Making a determination of jurisdiction over deaths based upon investigation.
- ➤ May testify in court regarding procedures, examinations, investigations and/or evidence handling.
- ➤ Investigate deaths for cremation clearance.
- ➤ Perform additional ("follow-up") investigations as needed; obtains medical records; may review/extract from medical records.
- ➤ Obtain positive identification of bodies via viewing (or photographs), or coordinate identification by obtaining history, radiographs, dental records, fingerprint records, etc.
- > Supervise the transport of bodies to the Office of the Chief Medical Examiner.
- The duties of this position may require driving and/or operating camera(s).

RECORDS MANAGEMENT UNIT

Records Management Technicians:

Performs various administrative and clerical support duties essential to the operation of the Records Management Unit.

Maintains decedent case files including autopsy reports and background notes and documentation, toxicology and other laboratory results, photographs and case correspondence.

Assures that all data pertaining to autopsy reports, insurance forms, and proofs of death and death certificates are complete, accurate and legally justified before forwarding to the requestor. Assures that correct monies are collected. Composes routine correspondence acknowledging receipt of funds, time frames for forwarding requesting documents, requests for authorization to release information and transmittal of final reports.

Maintains alphabetical decedent card file of pertinent data for easy reference by year of death.

Ensures that all case files are correctly numbered and maintained in the appropriate jacket based on circumstances of death.

Assist in the archiving of records. Maintains a card file of all retired records which have a retention period of 30 years. Coordinates with the records storage facility to retrieve and return archived records.

Assembles autopsy report case files for medical examiners when they are subpoenaed to provide court testimony, and assures that the case file is completed and correctly organized. Prepares copies of autopsy report case files on all homicide, traffic, suicide and narcotic related deaths cases for the Metropolitan Police Department (MPD) and other governmental units, enabling them to complete their investigations and/or study of specific classes of death.

Completes reports on amended death certificates for cases designated as "pending" while awaiting completion of the cause and/or manner of death. Forwards amended death certificate to the Bureau of Vital Records, ensuring that a copy is placed in the autopsy report file and provided to the Metropolitan Police Department where indicated.

MORTUARY UNIT

Autopsy Assistants:

Receives instructions from the Supervisor and responds to transport notification from Communications to pick-up decedents from hospitals, nursing homes, group and private homes, streets, cars, woods, subways, train tracks, lakes and rivers, abandoned, infested and fire hazard buildings, etc. Drives agency's van for body recovery and transportation of the remains to the Office of the Chief Medical Examiner.

Properly stores decedent (s) in OCME, following established procedures to document and maintains the proper custody of human remains and any clothing, personal effects, or evidence.

Completes all paperwork associated with retrieval and storage. Obtains length and weight, placing identification tags and bracelets on the decedent, makes computer entries as required, updating log book and, placing decedent in refrigerated vault.

Assists Investigator and/ or Medical Examiner at death scene to perform preliminary examination of body.

Takes and processes X-rays, including full body or dental. Maintains a log of each x-ray taken and takes fingerprints when directed.

Prepares body for examination, including the removal of clothing, lifting and transferring the decedent from the morgue cart to the autopsy table, removing medical devices, etc., as instructed by medical examiner.

Selects proper diagrams, toxicology, evidence and organ forms necessary for external examination or complete autopsy.

Ensures that specimen containers, special study forms and materials are labeled properly.

Assists the medical examiner in completing both external examinations and autopsies under guidance of the Lead Autopsy Assistant. This includes making the primary incision, opening the body cavity; removing the breastbone; evisceration, opening of the small intestine and colon, noting abnormalities; reflecting the scalp, removing the skullcap, the brain, pituitary gland, spinal cord, ribs and other bones. All of the above procedures are done under the direction of the Medical Examiner.

Weights extracted organs, labels toxicology specimens and inserts them into toxicology bags under the direct supervision of the Medical Examiner

Restores body following the completion of the autopsy. Responsibilities include: replacing viscera, sewing incisions, cleaning body surface, lifting decedents from autopsy

table to morgue cart, placing decedents into appropriately labeled body bag and returning the remains to the refrigerated vault.

Ensures proper handling and storage of specimen containers.

Follows established procedures for release of decedents to funeral homes, ensuring that the decedents clothing and personal effects accompany them to the funeral home.

Cleans and disinfects autopsy tables and dissecting instruments, maintains clean, neat and organized environment in the morgue suite, hallway leading to the autopsy suite, processing unit, tables in the hallway, specimen room, x-ray and storage rooms.

Office of the Chief Medical Examiner

FORENSIC IMAGERY UNIT

Forensic Photographer:

Serves as photographer and performs a variety of complex still assignments related to forensics. Assist in maintaining files of case photographs and documents information on each OCME case using the appropriate report forms on OCME photographic case log manual or automated. Sorts, labels, records and files photographs, transparencies, and radiographs of OCME case.

Photographer uses, and selects the appropriate photographic equipment (35 mm camera, digital camera, video camera) and accessories (lighting, stands, background, and rules) for the purpose of documenting OCME cases both in the autopsy suite and outside of the autopsy suite.

Operates computer for the purpose of documentation and reproduction of digital images.

Operates photographic quality printer, scanners and digital imaging equipment for the purpose of development or reproduction of images.

The Photographer interacts with law enforcement agencies, medical facilities, funeral service industry OCME staff, and others conducting business with OCME concerning photography.

Photograph or digitally records the autopsy to provide accurate documentation of the autopsy and what was observed or examined by pathologist.

Assist Pathologist and Autopsy Assistants in repositioning decedents.

Oversees maintenance and repairs of all photographic and digital imaging equipment.

Attends daily case reviews (when assigned), and attends all required OCME staff meetings or other meetings associated with OCME Forensic Imaging Unit when advised by supervisor or executive staff member.

Assists OCME staff by preparing photographs, transparencies, radiographs, and digital images for OCME presentations for court testimony, education, seminars, and forensically related courses or presentations.

Performs other related duties as assigned.

Office of the Chief Medical Examiner

TOXICOLOGY LABORATORY

Forensic Toxicologist:

Performs a full range of toxicological examinations for drugs and alcohol including commonly used illegal and prescription drugs and other selected poisonous substances.

Performs complete and definitive toxicological analysis of body tissue/fluids to determine the existence of substance that cause toxicity or changes in human performance.

Maintains equipment and assures integrity of data by calibrating and cleaning equipment, servicing and changing parts and performing quality control testing.

Logs samples, completes forms to report test results and ensures compliance with chain of custody of evidence and specimen storage procedures.

Consults with clients (e.g., medical examiners, law enforcement officials, attorneys) and other specialists regarding the nature of evidence laboratory analysis and interpretation of results

Provides expert testimony concerning work performed and the pharmacological, physiologic and chemical properties impacting analysis.

Prepares completed research for publication in peer reviewed journals and presents the results of research in the form of educational lectures and seminars to scientific peers and various community groups

Performs other related duties as assigned.

YOU HAVE MAIL



Don't Let Time Catch-up With You... Remember

Voicemail Messages Should Be Responded to Within 24 Hours or 1 Business Day



GOVERNMENT OF THE DISTRICT OF COLUMBIA OFFICE OF THE CHIEF MEDICAL EXAMINER 1910 Massachusetts Avenue, S.E., Bldg. 27

Washington, D.C. 20003

OCME VOICEMAIL SCRIPTS

Personal Greeting Script

Hello, you have reached, <u>Your Name - Your Position</u>, with <u>the Office of the Chief Medical Examiner</u>. I regret that I am unable to receive your call right now.

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

If you require immediate assistance, please call <u>202-698-9000</u> to reach <u>The Communications Unit</u>, and someone will be glad to assist you.

Thank you for calling and have a good day.

Thank you for calling and have a good day.

Extended Absence Greeting Script

Please listen to th	nis message as it has changed	d. You have reached,
Your Name - You	ur Position , with the Office	of the Chief Medical
Examiner. I will	be out of the office from	until
I will return all ca	Ills when I return to the offic	e on
	eed immediate assistance, p	
to reach The Com	munications Unit, and some	one will be glad to assist
you.		

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

1910 Massachusetts Avenue, S.E., Bldg. 27 Washington, D.C. 20003

QUICK TIPS FOR CHANGING VOICEMAIL AND GREETING SCRIPTS

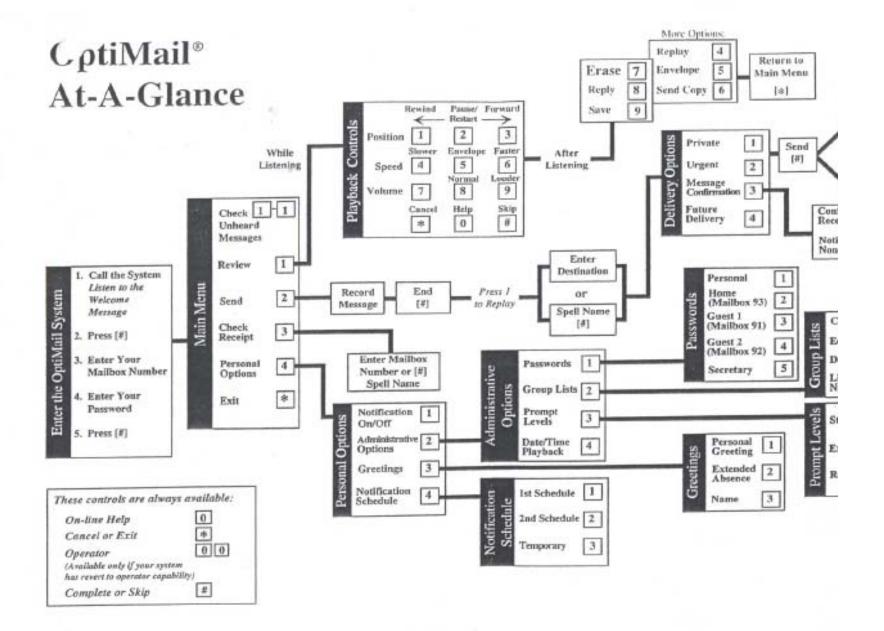
Voice mail Instructions

Changing your "Personal Greeting" (This greeting is for everyday use).

- Dial "50661" from your office/desk phone, and skip steps a, b, and c. If you are calling from him follow steps a, b, and c first then continue.
 - a) Dial 202-645-0661 and wait for voicemail instructions
 - **b)** Then press "#" to access your personal voice mailbox
 - c) Then enter your 10 digit office number, then follow steps below
- The system will prompt you to "Enter your password"
- Enter your password
- Wait for the automated voice prompts to begin speaking
- Press "4" (Personal Options)
- Press "3" (Greetings)
- Select option "1" (Personal Greetings)
- Select option "2" (You will be prompted to record your Personal Greeting")
- Record your greeting (Please use standard script for "Personal Greetings")

Changing your "Extended Absence Greeting" (This greeting is used for any type of leave, i.e. vacation, sick, administrative etc.)

- Dial "50661" from your office/desk phone. Follow steps above if at home.
- The system will prompt you to "Enter your password"
- Enter you password
- Wait for the automated voice prompt to begin speaking
- Press "4" (Personal options)
- Press "3" (Greetings)
- Selection option "2" (Extended Absence Greeting)
- Record your greeting (Please use standard script for "Extended Absences Greeting")



GOVERNMENT OF THE DISTRICT OF COLUMBIA OFFICE OF THE CHIEF MEDICAL EXAMINER 1910 Massachusetts Avenue, S.E., Bldg. 27 Washington, D.C. 20003

CUSTOMER SERVICE



DISTRICT OF COLUMBIA OFFICE OF THE CHIEF MEDICAL EXAMINER 1910 MASSACHUSETTS AVENUE, S.E., Bldg. 27 WASHINGTON, D.C. 20003

OCME POLICY

Customer Service Operations

I. Customer Service Vision

We, the dedicated public servants of DC Government, are proud to consistently deliver worldclass customer service in all aspects of our work. We readily supply information to meet the diverse needs of all constituents and make every effort to educate as we inform. Our customers are impressed with the efficiency and timeliness of the services they receive and the level of professionalism with which services are provided.

In our effort to identify ways to continuously improve our processes, systems, and policies, we encourage and act upon feedback and suggestions from both internal and external customers. As a result of our commitment to customer service excellence, Washington, DC is recognized as one of the most desirable places to live and work.

II. Customer Service Guidelines

Our objective is to provide high quality customer service in the following ways:

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

Our employees are directly responsible for delivering our customer service commitments. To better support our customer service representatives, we:

- Give our workers the decision-making parameters enabling them to go "the extra mile" to satisfy customers
- Involve our employees in customer service improvement initiatives
- Establish a customer-focused culture and infrastructure at all levels of management and internal support

III. Customer Service Standards for Telephone

In order to ensure that the District government is providing 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 goal is to staff main and service numbers at all times during business hours.

Agency/department heads are required to comply with these telephone customer service standards to improve the level of customer service within their agency.

- Definition
- Receiving and Returning Telephone Calls
- Telephone Etiquette
- Courtesy

Definition

From a customer service perspective, telephone services are operationally defined in four categories: Main numbers, large service numbers, small service numbers and desk numbers.

- Main Numbers are entry points into the agency/department. Main numbers route calls throughout the organization. (i.e., Department of Health's main number is (202) 442–5999. This number should be staffed at all times during business hours.
- Large Service Numbers are published numbers that go directly to an agency/department's operational unit that provides a service (i.e., The Office of Fire Code Inspections within the Department of Fire and Emergency Medical Services). This service number should be staffed at all times during business hours.
- Small Service Numbers are numbers with a constituent volume that does not demand more than one dedicated full—time equivalent employee staffing the number. (i.e., Department of Public Works, Tree Trimming Services). This operation, albeit small, must be structured to provide the same level of high quality service as main and large service number operations. This service number should be staffed at all times during business hours.

Agencies/Departments have the option to collapse their small service operations into one service number so that it generates sufficient volume to require a full–time equivalent staff person manning the telephone number during business hours.

• **Desk Numbers** – are telephone numbers for agency/department employees. All employees should answer calls professionally and courteously. Desk voicemail should also reflect the same professionalism that would be provided during a direct conversation with a constituent.

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 within the next business day.
- Salutation State 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).
 - The employee should minimize the number of times a caller is transferred to
 resolve an issue by taking the message and distributing it to the appropriate staff
 person for resolution. The goal is one transfer per constituent and the transfer
 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.
- The employee should have a basic knowledge of District services (i.e. 311, 911, 727–1000, Answers Please, website address, and main agency numbers).

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 3 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

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 caller while 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 Voicemail

- A. Main and Large/Small Service Greetings 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 caller (e.g., leave a message, web site address, fax number, information about critical services available after normal 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 Greetings** Every telephone equipped with voicemail should have a standard outgoing greeting that is professional, concise, and conveys relevant and useful information to the caller. Each desk phone greeting should include the following information:
 - Name of employee Title of employee Organizational unit of employee 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 date of return 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.
- 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

This document will establish a policy for correspondence standards and formats to be implemented that shall set precise methods for the handling of correspondence for all departments and agencies under the authority of the Mayor. Written correspondence, as defined in the standard, is to be responded to, tracked, and effectively managed in a timely fashion. All agencies are required to comply with all issues within the parameters of this memorandum immediately.

Definition: Correspondence is to be defined as any written material transmitted to or from an agency, department/sub—unit, employee, or position in an agency for the transaction of agency related business. This includes letters, memoranda, emails, and faxes submitted to an agency for action or information.

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

PART I

Acknowledgement: Correspondence that requires action by or requests information from the agency, except when written directly to the Mayor, should be acknowledged or responded to within 2 business days. This acknowledgement 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 acknowledgement 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 requestor to follow up

This acknowledgement can be in the 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 are to 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 requestor's identity
- 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 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: All correspondence should be appropriately resolved by the agency 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 guidelines in the *Formatting Letters and Memoranda* section of this document.

Email Reply: Unless otherwise indicated by the originator, it is suitable to respond to constituent requests via email. 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 it 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 is a reflection of the agency and government. Email should not contain personal logos, wallpaper, or phrases that are different from the mission or goals of the agency or government.

If resolution cannot be provided within the articulated timeframe, the agency is expected to initiate follow—up contact with the constituent, provide 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:

¹ Agencies that need to procure technology should contact Customer Service Operations for assistance.

- 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 *acknowledgement standards* outlined above;
- keep a record of the individual correspondence when the correspondence requests agency services or information; OR
- utilize (where appropriate) the main agency/sub–unit/department's tracking system.

Message—sensitive or policy—sensitive requests should be coordinated through the agency's public information officer, legal counsel, and/or 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, it is the employee's responsibility to ensure responsiveness to written correspondence received through the US mail or by fax when out of the office. Should this occur, please be sure that individual mail (of business nature) is responded to according to this standard.

PART II

Requirements for Agency Initiated Correspondence

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

The following instructions specifically 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 members who answer this telephone number should have an understanding of 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 that 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. main agency email, fax, and street address), in order 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 that are different from the mission or goals of the agency or government.
- include the originators contact information should the fax arrive at the wrong office/entity or require additional follow up.
- be edited to ensure that 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 the presentation of District government letters and memoranda.

District Agency Home Page Requirements (Website): Website requirements are to 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. Website standards and guidelines have been established by the Office of the Chief Technology Officer and should be adhered to accordingly. District agencies can request a Web Style Guide or refer any questions to OCTO Communications at (202) 727-2727 or by email.

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 clearly 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 DC government's face-to-face customer service standards cover all aspects of an employee's interaction with customers seeking information or services in person, including the environment in which the interaction occurs. Select the following links for information on DC's face-to-face customer service standards:

- 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: (202) 727-1000).

Servicing Environment

The servicing environment is any place customers can walk in to seek services from the government. These entry points to government services include agency customer intake centers and any area in an agency, department or office that is accessible by the general public and representative of the District of Columbia government.

Display Requirements

- Adequate and appropriate signs must be displayed at agency intake centers.
- Descriptions of services provided by the agency should be posted and/or otherwise readily available to customers.
- Documents and forms necessary to conduct the primary business of the agency 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

- Environment should be clean and free of litter.
- Room temperature should be adequate for 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 normal business hours upon customer request or as deemed necessary by employees.

Access to Services

- All agencies, departments, and offices of the District of Columbia government should be able to readily accommodate, assist or facilitate assistance for people who are non-English speakers.
- All agencies, departments, and offices of the District of Columbia government should be
 able to readily accommodate, assist or facilitate assistance for people who are physically
 challenged or in any way have difficulty ambulating or navigating the service
 environment without assistance.

Customer Interaction

Customers should be handled with the highest level of customer service by all District employees. Employees are expected to adhere to all aspects the following standards:

Standard Salutation (Greeting)

- State name
- State agency name
- Ask 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 customer 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 issue to proactively manage their expectations.
- Assume personal responsibility for each interaction by either servicing the customer or by directing them to where their concerns will be appropriately addressed

Standard Close

- After the initial request has been fulfilled, ask the customer if he/she requires further assistance or has 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, we are accountable for recognizing, appreciating, valuing and respecting the uniqueness of all individuals in performing our duties as employees and representatives of the government.

We owe it to ourselves to celebrate our differences so that both customers and employees feel valued, not just tolerated. More specifically, on a daily basis, we must strive to give exceptional service to everyone, regardless of their language, culture, nationality, or ethnic background.

Please review the following suggested behaviors for customer service opportunities and encounters with people with limited English proficiency:

- Telephone/Face-to-Face
- Correspondence
- Dos and Don'ts

Telephone/Face-to-Face

- Use the proper greeting and/or acknowledgement based on the District's established customer service standards every time a person seeking service enters the servicing environment and/or reaches a government office by telephone.
- If a customer speaks in a language other than the language(s) that you are thoroughly familiar with, you must immediately refer to translation and/or interpretation information/resources for assistance to identify the language and to facilitate the service experience (ex. Language Line, other translation services, bilingual employees of your agency, etc.).
- Never make guesses or assumptions about the language that is spoken.
- Never ask a customer if they speak or understand English.
- Never tell a customer that you only speak or understand English, unless you are specifically asked.
- Never indicate, verbally or in writing, that a customer must speak English in order 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 he/she 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 the person is obviously having difficultly understanding you, try using different words or phrases.
 - Allow time for the person to translate and mentally process what you have said.
 - When necessary, offer the use of translation and/or interpretation services.
- Recognize that customers of some cultures are not demonstrative. For example, a smile may hide truer emotions, such as frustration and/or confusion.
 - Recognize that silence should not be mistaken for misunderstanding or rudeness. In fact, a customer may in fact be silent for a number of reasons including, respect for your authority in the situation, 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 for every customer who seeks assistance or services from you.
- Follow all of the District's established customer service standards, including those for telephone and face-to-face interactions.
- Be prepared to assist every customer who seeks services from your agency by knowing the resources that are available to you and knowing how to appropriately and efficiently use those resources.

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 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.).
- Acknowledge and/or respond to all correspondence within 48 hours or 2 business days
 using the standardized acknowledgement letters that are 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 requested such materials in other languages.
- Never respond to correspondence that is written in other languages indicating that requests must be re-written in English in order for services to be provided.
- Always follow all of the District's established correspondence customer service standards.
- Be prepared to ensure the timely response to correspondence written in other languages by knowing what resources are available to you and how to appropriately and efficiently use those resources.

Don't

- Ask a customer if he/she speaks or understands English
- Make guesses or assumptions about a customer's native language
- Tell a customer that you only speak or understand English, unless you are 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

Do

- Greet all customers appropriately and be prepared to assist those who have limited English proficiency
- Use language translation resources to accurately identify the language being spoken
- Facilitate service interactions in English only when customers indicate that they are proficient
- Use appropriate language translation resources to facilitate service interactions when necessary
- Remain calm, patient and professional at all times
- Provide assistance to 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

GOVERNMENT OF THE DISTRICT OF COLUMBIA OFFICE OF THE CHIEF MEDICAL EXAMINER 1910 Massachusetts Avenue, S.E., Bldg. 27 Washington, D.C. 20003

HOURS OF OPERATION



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

1910 Massachusetts Avenue, S.E., Bldg. 27 Washington, D.C. 20003

HOURS OF OPERATIONS

OCME official business is conducted 24-hours a day, seven days a week. However, Normal Business Hours are from 8:30am to 4:30 pm, Monday through Friday. The facility is open to the public during these hours only. At other times the front entrance doors are automatically locked and a Security Access Card is required to access the facility.

The facility also has specific hours of operation for decedent identification and for business conducted with funeral directors. Decedent identification hours are between 8:00 am to 4:30 pm., Sunday through Saturday. Funeral directors are allowed access to the facility between 8:00 am to 6:00 pm, Sunday through Saturday.

Employees may have shifts or working hours that are not within the normal business hours and will be provided their schedule by the supervisors. Some employees are required to work rotating shifts per their position description.



Normal Business Hours: 8:30 am-4:30 pm, Monday-Friday Identification: 8:30 am-4:00 pm, Sunday-Saturday Funeral Directors: 8:00 am-6:00 pm, Sunday-Saturday

GOVERNMENT OF THE DISTRICT OF COLUMBIA OFFICE OF THE CHIEF MEDICAL EXAMINER 1910 Massachusetts Avenue, S.E., Bldg. 27 Washington, D.C. 20003

HOLIDAY CALENDAR



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

1910 Massachusetts Avenue, S.E., Bldg. 27 Washington, D.C. 20003

2008 Holiday Schedule		
Tuesday, January 1, 2008	Tuesday, January 1, 2008	
Monday, January 21, 2008	Monday, January 21, 2008	
Monday, February 18, 2008	Monday, February 18, 2008	
Wednesday, April 16, 2008	Wednesday, April 16, 2008	
Monday , May 26, 2008	Monday , May 26, 2008	
Friday, July 4, 2008	Friday, July 4, 2008	
Monday, September 1, 2008	Monday, September 1, 2008	
Monday, October 13, 2008	Monday, October 13, 2008	
Tuesday, November 13, 2008	Tuesday, November 13, 2008	
Thursday, November 27, 2008	Thursday, November 27, 2008	
Thursday, December 25, 2008	Thursday, December 25, 2008	



GOVERNMENT OF THE DISTRICT OF COLUMBIA OFFICE OF THE CHIEF MEDICAL EXAMINER 1910 Massachusetts Avenue, S.E., Bldg. 27 Washington, D.C. 20003

EMPLOYEE BREAKS/ LUNCH



EMPLOYEE BREAKS/LUNCH

A. Lunch:

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 be rotated to ensure coverage of the units at all times.

B. Break Area:

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

C. Reception Area/Lobby:

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

GOVERNMENT OF THE DISTRICT OF COLUMBIA OFFICE OF THE CHIEF MEDICAL EXAMINER 1910 Massachusetts Avenue, S.E., Bldg. 27 Washington, D.C. 20003

GETTING TO WORK



GETTING TO WORK

Metro: Stadium Armory is served by the Blue and Orange

line. The metro stop is <u>Stadium Armory</u> exit at <u>DC</u>

General Hospital.

Car: Free parking is available. All Employees are

provided a parking pass that is the property of OCME. This pass must be prominently displayed in the front window of the vehicle when parking in

OCME designated parking spaces.

Government

Transportation: The Office of the Chief Medical Examiner has

assigned government vehicles. Employees in need of transportation for government business may

contact the Fleet Management Specialist.

PLEASE NOTE: There are 3 parking spaces located in front of

the building that are <u>RESERVED</u> AT ALL TIMES for the <u>Chief Medical Examiner</u>, <u>Chief of Staff</u>, and <u>Management Service Officer</u>. Please be sure to read the posted signs before parking.



Red Line • Glenmont to Shady Grove Legend Blue Line • Franconia-Springfield to Largo Town Center Orange Line • New Carrollton to Vienna/Fairfax-GMU Green Line • Branch Avenue to Greenbelt

Yellow Line • Huntington to Mt Vernon Sq/7th St-Convention Center

















DISTRICT POLICY

On Discipline

Per the District Personnel Manual (DPM)

D.C. Personnel Regulations, Chapter 16, Part I

DC Personnel Regulations, Chapter 16, Part I

General Discipline and Grievances			
1600 Applicability: General Discipline			
1600.1 Sections 1601 through 1618 apply to each employee of the District government in the Career Service who has completed a probationary period			
1601 Commit Commit Directions			

1601 General: General Discipline

1601.1 An employee covered by § 1600.1 may not be suspended, reduced in grade, or pay, removed, given an official reprimand, or placed on enforced leave, except as provided in this chapter or in Chapter 24 of these regulations.

1601.2 Any procedural system for the review of adverse actions negotiated between the District of Columbia and a labor organization shall take precedence over the provisions of this chapter for employees in a bargaining unit represented by a labor organization, to the extent that there is a difference. A contract, memorandum of understanding, or collective bargaining agreement cannot modify the standard for cause as defined in § 1603.

- 1601.3 If an employee is authorized to choose between the negotiated grievance process set forth in a collective bargaining agreement and the grievance or appellate process provided in these rules, the employee may elect, at his or her discretion, to do one (1) of the following:
- (a) Grieve through the negotiated grievance procedure; or
- (b) Appeal to the Office of Employee Appeals or file a disciplinary grievance, each as provided in these rules.

1601.4 An employee shall be deemed to have elected his or her remedy pursuant to § 1601.3 when he or she files a disciplinary grievance or an appeal under the provisions of this chapter or files a grievance in writing in accordance with the provisions of the negotiated grievance procedure applicable to the parties, whichever event occurs first. This section shall not be construed to toll any deadlines for filing.

- (a) Any procedures for handling corrective or adverse actions involving uniformed members of the Metropolitan Police Department, or of the Fire and Emergency Medical Services Department (FEMSD) at the rank of Captain or below provided for by law, or by regulations of the respective departments in effect on the effective date of these regulations, including but not limited to procedures involving trial boards, shall take precedence over the provisions of this chapter to the extent that there is a difference.
- (b) The provisions of this chapter shall apply to uniformed members of the FEMSD at the rank of Battalion Fire Chief and above who are in the Career Service.
- 1601.6 Except as provided in § 1601.7, the final decision notice on a corrective or adverse action shall remain in the employee's Official Personnel Folder (OPF) for not more than three (3) years from the effective date of the action. The official personnel action document effecting the corrective or adverse action is a permanent record and shall remain in the employee's OPF.
- 1601.7 Documentation placed in an OPF pursuant to § 1601.6 may be withdrawn earlier than stipulated therein if so ordered by the official issuing the corrective or adverse action, that official's superiors or successor, the Office of Employee Appeals, a court of competent jurisdiction, an arbitrator of competent jurisdiction, the appropriate personnel authority, or the Office of Human Rights.
- 1601.8 A deciding official may not dismiss a proposed disciplinary action solely on the basis of error in the application of the agency's procedures which did not cause substantial harm or prejudice to the employee's rights.
- 1601.9 Notwithstanding any other provision of this chapter, and in accordance with the provisions of section 502 of Title V of the Omnibus Public Safety Agency Reform Amendment Act of 2004 (DC Law 15-194; DC Official Code § 5-1031) (2005 Supp.), the following will apply to all corrective and adverse actions against any employee, uniformed and non-uniformed, of the Fire and Emergency Medical Services Department (FEMSD) or Metropolitan Police Department (MPD):
- (a) No corrective or adverse action against any employee, uniformed and non-uniformed, of the FEMSD or MPD will be commenced more than ninety (90) days, not including Saturdays, Sundays, or legal holidays, after the date that the FEMSD or MPD knew or should have known of the act or

occurrence allegedly constituting cause for the corrective or adverse action.

(b) If the act or occurrence allegedly constituting cause for the corrective or adverse action is the subject of a criminal investigation by the MPD, the Office of the United States Attorney for the District of Columbia, or the Office of the Attorney General for the District of Columbia, or an investigation by the Office of Police Complaints, the ninety-day (90-day) period for commencing a corrective or adverse action under section 1601.9 (a) of this section shall be tolled until the conclusion of the investigation.

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1602 Admonition: General Discipline

1602.1 An admonition shall not be a corrective or adverse action under this chapter, and shall not be made a part of the official personnel folder, but shall be retained by the agency for not more than three (3) years unless sooner ordered withdrawn by the official issuing the admonition, that official's superiors or successor, a court of competent jurisdiction, an arbitrator of competent jurisdiction, the appropriate personnel authority, or the Office of Human Rights.

1602.2 An admonition may be considered in determining the penalty for a corrective or adverse action when the admonition was issued not more than three (3) years prior to the date of the proposed corrective or adverse action, and has not been ordered withdrawn as provided in § 1602.1.

1602.3 The admonition shall inform the employee that he or she may respond in writing, within two (2) workdays of receipt of the admonition, to the person issuing the admonition to clarify, expand on, or take exception to the statements or conclusions it contains, and any response shall be filed and removed with the admonition.

1602.4 The employee against whom an admonition is issued shall be asked to acknowledge its receipt. If the employee refuses to acknowledge receipt, a brief descriptive written statement, signed by a witness, may be used as evidence of service.

1602.5 An admonition issued in accordance with this section may be	grieved
as provided in § 1631.	

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1603 Definition of Cause: General Discipline

1603.1 There must be full accountability for managers and supervisors for all actions taken under this chapter. Therefore, no corrective or adverse action may be initiated under this chapter unless first authorized by a manager or supervisor who the Mayor or an agency head may remove from his or her position at will.

1603.2 Except where a less restrictive standard is provided by statute or other provision of law, a corrective or adverse action, including without limitation, a reprimand, suspension, reduction in grade, or removal, may only be taken for cause. This provision shall not be construed to extend job tenure or protection not provided for in the District of Columbia Government Comprehensive Merit Personnel Act of 1978, as amended, nor shall it be construed to extend any job tenure or protection to any employee who by law or contract is subject to a less restrictive standard for application of a corrective or adverse action. This section shall, however, be construed in a manner consistent with the Fifth Amendment Due Process Clause of the United States Constitution.

1603.3 For the purpose of this chapter, "cause" means a conviction (including a plea of nolo contendere) of a felony at any time following submission of an employee's job application; a conviction (including a plea of nolo contendere) of another crime (regardless of punishment) at any time following submission of an employee's job application when the crime is relevant to the employee's position, job duties, or job activities; any knowing or negligent material misrepresentation on an employment application or other document given to a government agency; any on-duty or employmentrelated act or omission that the employee knew or should reasonably have known is a violation of law; any on-duty or employment-related act or omission that interferes with the efficiency or integrity of government operations; and any other on-duty or employment-related reason for corrective or adverse action that is not arbitrary and capricious. This definition includes, without limitation, unauthorized absence, negligence, incompetence, insubordination, misfeasance, malfeasance, the unreasonable failure to assist a fellow government employee in performing his or her official duties, or the unreasonable failure to give assistance to a member of the public seeking services or information from the government.

1603.4 1603.4 With regard to any uniformed member, officer, or civilian employee of the Metropolitan Department or the DC Department of Corrections; any commissioned special police officer employed by the District of Columbia; any employee of the Youth Services Administration

covered by the law enforcement retirement provisions of the Civil Service Retirement System or the detention officer provisions of the District retirement benefits program established pursuant to DC Official Code § 1-626.05 *et seq.*; or any other District of Columbia employee authorized to carry a firearm while on duty, "cause" also means the following, whether occurring on or off duty:

- (a) Any act or omission which constitutes a criminal offense, whether or not such act or omission results in a conviction; and
- (b) Any credible evidence of use of an illegal drug or unauthorized use or abuse of prescription drugs, including without limitation, the results of any drug test.

1603.5 No employee may be subject to a corrective or adverse action under this chapter for a de minimis violation of the cause standard contained in this section.

1603.6 This section shall not be construed as intended to incorporate or rely upon previous regulatory, statutory, administrative, or judicial interpretations of the terms "cause," "just cause," "inefficiency," and "efficiency," the phrase "cause to promote the efficiency of the service," or any other predecessor statute, regulation, or rule.

1603.7 Unless otherwise mandated by law, no other provision of the District of Columbia personnel regulations shall be construed as authorizing creation or use of a cause standard other than the one contained in this section.

1603.8 Removal is not mandated under any provision in this section. Unless otherwise mandated by law, previous standards or doctrines for selection of a corrective or adverse action for cause are hereby repealed. Notwithstanding any other regulation, the authority to adopt corrective or adverse action penalty guidelines or requirements is held exclusively by the Mayor, the City Administrator, the Director of Personnel, and (upon approval of the guidelines or requirements by the Director of Personnel) agency heads. With regard to the Metropolitan Police Department, the authority to adopt corrective or adverse action penalty guidelines or requirements is held exclusively by the Mayor and the Chief of Police.

1603.9 Unless otherwise required by law, in selecting the appropriate penalty to be imposed in a corrective or adverse action, consideration shall be given to any mitigating or aggravating circumstances that have been determined to exist, to such extent and with such weight as is deemed appropriate.

1603.10 In any disciplinary action, the government shall bear the burden of

proving by a preponderance of the evidence that the corrective or adverse action may be taken or, in the case of summary action, was taken, for cause as that term is defined in this section. A criminal conviction shall estop the convicted party from denying the facts underlying the conviction.

1603.11 All notices issued in connection with an adverse or corrective action under this chapter shall conform to all requirements of the Fifth Amendment Due Process Clause of the United States Constitution.

1603.12 When used in this section, the term "employment-related act or omission" means an act or omission, occurring during a time that the employee was other than on duty, and which adversely and materially has affected, or is likely to affect, the efficiency of government operations or the employee's performance of his or her duties.

1603.13 Except where a less restrictive standard is provided by statute or other provision of law, no employee may be subjected to a corrective or adverse action under this section for an act or omission committed prior to the effective date of this section unless the employee also could have been subjected to the same adverse or corrective action under the applicable regulations that existed prior to October 21, 1998.

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1604 Corrective Action: General Discipline

1604.1 A corrective action shall be an official reprimand, or a suspension of less than ten (10) days.

1604.2 A corrective action may be contested as a disciplinary grievance pursuant to § 1617.

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1605 Adverse Action: General Discipline

1605.1 An adverse action shall be a suspension of ten (10) days or more, a reduction in grade, or a removal.

1605.2 An adverse action may be appealed to the Office of Employee Appeals pursuant to § 1618. In lieu of appealing to the Office of Employee Appeals, an employee may elect to contest an adverse action as a disciplinary grievance pursuant to § 1617.

1605.3 An employee electing to contest an adverse action as a disciplinary grievance as provided in § 1605.2 shall sign a statement acknowledging that

this election constitutes a waiver of his or her right to appeal to the Office of Employee Appeals.

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1606 Agency Responsibility: General Discipline

1606.1 Each agency head shall ensure the following:

- (a) That actions covered by this chapter are taken in accordance with the provisions herein;
- (b) That an employee covered by this chapter is afforded the rights and protections provided herein; and
- (c) That an employee, the employee's representative, and witnesses, have freedom from restraint, coercion, interference, or reprisal by any official of the agency.
- 1606.2 In taking corrective or adverse action against an employee as provided in this chapter, each agency head shall afford fair and equitable treatment.
- 1606.3 In determining the penalty for a corrective or adverse action, documentation appropriately placed in the OPF regarding prior corrective or adverse actions, other than a record of the personnel action, may be considered for not longer than three (3) years from the effective date of the action, unless sooner ordered withdrawn in accordance with § 1601.7.
- 1606.4 Except as provided by §§ 1601.2 and 1601.5, no provision in this chapter shall be interpreted to permit a modification of the corrective action procedures and standards in this chapter by contract, memorandum of understanding, informal agreement, past practices, or agency order. Any modification of these corrective action procedures and standards shall be done explicitly by issuance of additional regulations.
- 1606.5 Failure to enforce any provision of this chapter on a particular action taken shall not constitute a waiver of the authority of the District of Columbia government to enforce that provision at any time, nor shall it subject the District of Columbia government to a claim of estoppel or other avoidance defense.
- 1606.6 In appropriate cases, agency heads may utilize the counseling program for troubled employees as provided under DC Official Code § 1-620.07.

1607 Duties and Responsibilities of Proposing Official: General Discipline

1607.1 The proposing official shall issue the advance written notice proposing corrective or adverse action against an employee, as provided for in §§ 1608.1 and 1608.2.

1607.2 At any time prior to the deciding official rendering the final decision, the proposing official may withdraw a proposed corrective or adverse action with or without prejudice and, if withdrawn, shall so notify the employee and the deciding official.

1607.3 The proposing official shall not be the deciding official, except the proposing official may be the deciding official when the proposing official is the head of an agency.

1608 Advance Written Notice: General Discipline

1608.1 Except in the case of a summary suspension action pursuant to § 1615 or a summary removal action pursuant to § 1616, an employee against whom corrective or adverse action is proposed shall have the right to an advance written notice, as follows:

- (a) In the case of a proposed adverse action, an advance written notice of fifteen (15) days; or
- (b) In the case of a proposed corrective action, an advance written notice of ten (10) days.

1608.2 The advance written notice shall inform the employee of the following:

- (a) The action that is proposed and the cause for the action;
- (b) The specific reasons for the proposed action;
- (c) The right to prepare a written response, including affidavits and other documentation, within six (6) days of receipt of the advance written notice;
- (d) The person to whom the written response or any request is to be presented;

- (e) The right to review any material upon which the proposed action is based;
- (f) In the case of a proposed adverse action only, the right to be represented by an attorney or other representative;
- (g) The right to an administrative review by a hearing officer appointed by the agency head, as provided in § 1612.1, when the proposed action is a removal; and
- (h) The right to a written decision.
- 1608.3 The material upon which the notice is based, and which is relied upon to support the reasons given in the notice, shall be assembled and made available to the employee for his or her review, upon request. A copy of the material will be provided to the employee upon request.
- 1608.4 Material that cannot be disclosed to the employee, or to his or her representative, shall not be used to support the reasons given in the notice. This rule does not prohibit the redaction of documents so long as the redacted information is not used to support the reasons given in the notice.
- 1608.5 The first day of the notice period shall be the day following the date on which service is made to the employee, either in person, by courier, or by certified or registered mail, or the date on which service was attempted and refused.
- 1608.6 For notices delivered in person, the employee to whom the advance notice is issued shall be asked to acknowledge its receipt. If the employee refuses to acknowledge receipt, a brief descriptive written statement, signed by a witness, may be used as evidence of service.
- 1608.7 If the employee is not in a duty status, i.e., at work, the notice of proposed action shall be sent to the employee's last known address by courier, or by certified or registered mail, return receipt requested.
- 1608.8 An employee against whom a corrective or adverse action is proposed may be placed on administrative leave at the discretion of the agency head.
- 1608.9 An employee against whom a corrective or adverse action is proposed shall be entitled to be retained in an active duty status during the notice period, except when the employee has been placed on administrative leave as provided in §§ 1608.8 or 1619.1.

1609 Official Time: General Discipline

1609.1 If otherwise in a duty status, each employee against whom an adverse action has been proposed shall be entitled to a reasonable amount of official time to prepare his or her response, not to exceed ten (10) hours of administrative leave. Such preparation shall not take place at the employee's duty station or any non-public area of a government office, unless authorized by the agency head.

1609.2 All absence from duty in excess of the time approved in accordance with § 1609.1 shall be charged in accordance with Chapter 12 of these regulations.

1610 Employee's Representative: General Discipline

1610.1 An employee against whom an adverse action is proposed shall have the right to be accompanied, represented, or advised by an attorney or other representative of his or her choice, except as provided in § 1610.2.

1610.2 The agency head or his or her designee shall have the right to disallow a person chosen by the employee to represent him or her if:

- (a) The person is another District government employee and representation by that person conflicts with a governmental priority; or
- (b) Representation by that person creates a clear conflict of interest or conflict of official position, or the person is a material witness to the facts underlying the proposed adverse action.

1610.3 The decision to disallow an employee's choice of representative shall not be subject to any further administrative review.

1611 Employee's Response: General Discipline

1611.1 The employee's response shall be in writing and presented to the deciding official, except for a response to a proposed removal, which shall be presented in writing to the hearing officer.

1611.2 Extensions of time in which to respond may be granted for good cause by the deciding official or, in the case of a removal, the hearing

officer.

1611.3 The right to respond shall include the right to present evidence that the employee believes might affect the final decision on the proposed action. Such evidence may include written statements of witnesses, affidavits, or documents or any other form or depiction of information.

1611.4 At the time of the response, an employee shall raise every defense, fact or matter in extenuation, exculpation, or mitigation of which the employee has knowledge or reasonably should have knowledge or which is relevant to the reasons for the proposed action, specifications, or proposed penalty.

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1612 Administrative Review of Removal Actions: General Discipline

1612.1 The personnel authority shall provide for an administrative review of a proposed removal action against an employee.

1612.2 The administrative review shall be conducted by a hearing officer, who shall meet the following criteria:

- (a) Be appointed by the agency head;
- (b) Be at grade levels DS-13 and above or equivalent;
- (c) Not be in the supervisory chain of command between the proposing official and the deciding official, nor subordinate to the proposing official;
- (d) Have no direct and personal knowledge (other than hearsay that does not affect impartiality) of the matters contained in the proposed removal action; and
- (e) Be an attorney, if practicable, or if required pursuant to § 1612.7.
- 1612.3 The hearing officer shall be responsible for keeping the proposed removal action moving to a conclusion at the earliest practicable date.
- 1612.4 In conducting the administrative review, the hearing officer shall:
- (a) Review the notice of proposed removal action;
- (b) Review the employee's response, if there is one; and
- (c) Conduct an adversary hearing when required in accordance with §

- 1612.5 An adversary hearing, including the confrontation of witnesses, shall be conducted only when both of the following conditions are met:
- (a) When the hearing officer determines that a decision based on a preponderance of the evidence cannot be made because the written record is inadequate for this purpose; and
- (b) The personnel authority grants approval to the hearing officer to conduct a hearing.
- 1612.6 Failure by an employee to respond to a charge or specification raised in the advance written notice shall not constitute a reason to conduct an adversary hearing.
- 1612.7 The hearing officer conducting an adversary hearing pursuant to § 1612.5 shall be an attorney who meets the requirements of §§ 1612.2(a) through (d).
- 1612.8 The procedures for conducting an adversary hearing pursuant to this section shall be as follows:
- (a) For agencies subordinate to the Mayor's personnel authority, except for the Metropolitan Police Department, the Director of Personnel shall develop and publish appropriate procedures in the District Personnel Manual, and these procedures shall constitute the internal rules and regulations for those agencies as required by DC Official Code § 1-606.04(a); and
- (b) Other personnel authorities and the Metropolitan Police Department shall either develop and publish appropriate procedures or adopt the procedures published in the District Personnel Manual.
- 1612.9 The rules of evidence shall not apply to an adversary hearing conducted pursuant to this section, except that the hearing officer may, at his or her discretion, be guided by and apply the District of Columbia rules of evidence to the extent that he or she believes their application would promote the presentation of reliable evidence.
- 1612.10 After conducting the administrative review, the hearing officer shall make a written report and recommendation to the deciding official, and shall provide a copy to the employee.
- 1612.11 For the purposes of §§ 1612.2 and 1612.7 of this section only, an "attorney" is an individual authorized to practice law in any jurisdiction of



1613 Duties and Responsibilities of Deciding Official: General Discipline

1613.1 The deciding official, after considering the employee's response and the report and recommendation of the hearing officer pursuant to § 1612, when applicable, shall issue a final decision.

1613.2 The deciding official shall either sustain the penalty proposed, reduce it, remand the action with instruction for further consideration, or dismiss the action with or without prejudice, but in no event shall he or she increase the penalty.

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1614 Final Decision Notice: General Discipline

1614.1 The employee shall be given a notice of final decision in writing, dated and signed by the deciding official, informing him or her of all of the following:

- (a) Which of the reasons in the notice of proposed corrective or adverse action have been sustained and which have not been sustained, or which of the reasons have been dismissed with or without prejudice;
- (b) Whether the penalty proposed in the notice is sustained, reduced, or dismissed with or without prejudice;
- (c) When the final decision results in a corrective action, the employee's right to grieve the decision as provided in § 1617;
- (d) When the final decision results in an adverse action, the right to appeal to the Office of Employee Appeals as provided in § 1618. The notice shall have attached to it a copy of the OEA appeal form; and
- (e) The effective date of the action.
- 1614.2 Except as provided in § 1614.3, the final decision shall be rendered at the earliest practicable date.
- 1614.3 The final decision in the case of a summary suspension or summary removal action taken pursuant to §§ 1615 or 1616, respectively, shall be rendered not later than forty-five (45) days from the date of delivery of the summary suspension or summary removal notice, as appropriate, except that

the period may be extended as follows:

- (a) When the employee requests and is granted an extension of time in which to respond under § 1611.2; or
- (b) When the employee agrees to an extension of time requested by the agency.
- 1614.4 The notice of final decision shall be delivered to the employee, if in a duty status, i.e., at work, on or before the time the action is effective.
- 1614.5 The employee to whom the notice of final decision is delivered shall be asked to acknowledge its receipt. If the employee refuses to acknowledge receipt, a brief descriptive written statement, signed by a witness, may be used as evidence of service.
- 1614.6 If the employee is not in a duty status, i.e., at work, the notice of final decision shall be sent to the employee's last known address by courier, or by certified or registered mail, return receipt requested, before the time the action becomes effective.
- 1614.7 If the final decision is to impose an official reprimand, the official reprimand shall be included in the notice of final decision itself, since the notice will constitute the official reprimand that goes into the employee's Official Personnel Folder, and shall contain a statement to that effect.
- 1614.8 If the final decision is to dismiss the proposed action, the notice of final decision must state whether the proposed action is dismissed with or without prejudice.
- 1614.9 The decision made by the deciding official, in the case of a corrective action, shall be the final decision for the purpose of a disciplinary grievance pursuant to § 1617.
- 1614.10 The decision made by the deciding official in the case of an adverse action shall be the final agency decision for the purpose of an appeal to the Office of Employee Appeals pursuant to § 1618.

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1615 Summary Suspension: General Discipline

1615.1 An agency head may summarily suspend an employee when the employee's conduct:

- (a) Threatens the integrity of government operations;
- (b) Constitutes an immediate hazard to the agency, to other District employees, or to the employee; or
- (c) Is detrimental to public health, safety, or welfare.
- 1615.2 An agency head may summarily suspend an employee under this section only if at the time the summary suspension action is taken, a good faith effort has been made to determine that at least one (1) of the conditions described in § 1615.1 is met; and only if the action is taken for cause pursuant to § 1603. Otherwise, an employee shall be entitled to an advance written notice as specified in § 1608.
- 1615.3 An employee who is notified by written or oral directive of a summary suspension from his or her position pursuant to this section shall immediately leave his or her duty station or District government facility.
- 1615.4 Within three (3) days of the summary suspension, the agency head or his or her designee shall provide a written summary suspension notice to the employee that includes all of the following:
- (a) The reason for the summary suspension action;
- (b) The effective date of the summary suspension action and its duration;
- (c) The right to review any material upon which the summary suspension action was based and to receive a copy, if requested;
- (d) The right to prepare a written response, including affidavits and other documentation within six (6) days of receipt of the notice;
- (e) The person to whom the written response is to be presented;
- (f) In the case of a summary suspension of ten (10) days or more, the right to be represented by an attorney or other representative; and
- (g) The right to a final decision as provided in § 1614.3.
- 1615.5 The deciding official shall issue a final decision sustaining, reducing, or dismissing the summary suspension action with or without prejudice.
- 1615.6 When the final decision is to sustain or reduce the summary suspension action, the final decision shall inform the employee of his or her right to file a disciplinary grievance when the summary suspension is for less

than ten (10) days, or to appeal to the Office of Employee Appeals when the summary suspension is for ten (10) days or more, as applicable.

1615.7 When the final decision is to dismiss the summary suspension action or to reduce it to a lesser penalty, any pay lost as a result of the summary suspension action, to the extent that the pay loss exceeds the pay lost as a result of the final decision, shall be restored to the employee.

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1616 Summary Removal: General Discipline

1616.1 An agency head may remove an employee summarily when the employee's conduct:

- (a) Threatens the integrity of government operations;
- (b) Constitutes an immediate hazard to the agency, to other District employees, or to the employee; or
- (c) Is detrimental to public health, safety, or welfare.
- 1616.2 An agency head may summarily remove an employee under this section only if at the time the summary removal action is taken, a good faith effort has been made to determine that at least one (1) of the conditions described in § 1616.1 is met; and only if the action is taken for cause pursuant to § 1603. Otherwise, the employee shall be entitled to an advance written notice as specified in § 1608.
- 1616.3 An employee who is notified by written or oral directive of a summary removal from his or her position pursuant to this section shall immediately leave his or her duty station or District government facility.
- 1616.4 Within three (3) days of the summary removal, the agency head or his or her designee shall provide a written summary removal notice to the employee that includes all of the following:
- (a) The reason for the summary removal action;
- (b) The effective date of the summary removal action;
- (c) The right to review any material upon which the summary removal action was based;
- (d) The right to prepare a written response, including affidavits and other

documentation within six (6) days of receipt of the notice;

- (e) The person to whom the written response is to be presented;
- (f) The right to be represented by an attorney or other representative;
- (g) The right to an administrative review, as provided in § 1612; and
- (h) The right to a final decision as provided in § 1614.3.
- 1616.5 An administrative review, as provided for in § 1612, shall be conducted prior to the issuance of a notice of final decision.
- 1616.6 The deciding official, after considering the report and recommendation of the hearing officer pursuant to § 1612, shall do one (1) of the following, as appropriate:
- (a) Remand the summary removal action to the hearing officer;
- (b) Designate a new hearing officer to conduct a review de novo; or
- (c) Issue a final decision sustaining, reducing, or dismissing the summary removal action.
- 1616.7 When the final decision is to sustain the summary removal action, or to reduce it to a suspension of ten (10) days or more or to a reduction in grade, the final decision shall inform the employee of his or her right to appeal to the Office of Employee Appeals, in which case the decision shall have attached to it a copy of the OEA appeal form.
- 1616.8 When the final decision is to reduce the summary removal action to an official reprimand or a suspension of less than ten (10) days, the final decision shall inform the employee of his or her right to file a disciplinary grievance.
- 1616.9 When the final decision is to dismiss the summary removal action, the employee shall be restored to active duty status, and receive back pay and other entitlements, for the period during which the summary removal was in effect.
- 1616.10 Except as provided in § 1616.11, when the final decision is to reduce the summary removal action to a lesser penalty, the employee shall be restored to active duty status, and receive back pay and other entitlements, for the period during which the summary removal was in effect

1616.11 When the final decision is to reduce the summary removal action to a suspension, the number of days during which the employee was separated from government service shall be applied to reduce the number of days of the suspension imposed by the deciding official, as applicable.

1616.12 For time and attendance purposes, a summary removal action taken pursuant to this section shall become effective at the end of the employee's scheduled tour of duty on the effective date of the action.

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1617 Disciplinary Grievances: General Discipline

1617.1 An employee against whom a corrective action has been taken shall be entitled to contest the final decision as a disciplinary grievance under the procedure set forth in § 1636.

1617.2 The filing of a disciplinary grievance shall not serve to stay or delay the effective date of the final decision.

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1618 Appeals to the Office of Employee Appeals

1618.1 Unless otherwise authorized or required as provided in §§ 1601.2 through 1601.5, an employee shall be entitled to appeal the following final agency actions to the Office of Employee Appeals (OEA):

- (a) Any final decision regarding an adverse action; or
- (b) Any final decision placing an employee on enforced leave that lasts ten (10) days or more.
- 1618.2 Any enforced leave lasting less than ten (10) days may be grieved as specified in § 1635.
- 1618.3 Any appeal of an action described in § 1618.1 shall be in accordance with the regulations issued by the OEA, and shall be filed within thirty (30) days of the effective date of the appealed agency action.
- 1618.4 The filing of an appeal to the OEA shall not serve to stay or delay the effective date of the final decision.
- 1618.5 When upon appeal, the action taken by an agency is reversed by the OEA, the remedial action directed by the OEA shall be taken within thirty (30) days of the final decision of the Office, unless the decision is reopened

or reviewed in accordance with the regulations of the OEA.

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1619 Enforced Leave

1619.1 Notwithstanding any other provision of this chapter, a personnel authority may authorize placing an employee on enforced leave if:

- (a) A determination has been made that the employee utilized fraud in securing his or his or her appointment or that he or she falsified official records;
- (b) The employee has been indicted on, arrested for, or convicted of a felony charge (including conviction following a plea of *nolo contendere*); or
- (c) (c) The employee has been indicted on, arrested for, or convicted of any crime (including conviction following a plea of *nolo contendere*) that bears a relationship to his or her position; except that no such relationship need be established between the crime and the employee's position in the case of uniformed members of the Metropolitan Police Department or correctional officers in the DC Department of Corrections.
- 1619.2 Placement of an employee on enforced leave pursuant to this section is not a corrective or adverse action.
- 1619.3 A personnel authority may propose the placing of an employee on enforced leave in accordance with this section as follows:
- (a) For actions based on any of the conditions described in § 1619.1(a) or (c), only if the personnel authority has a good faith belief that any of the conditions described in § 1619.1(a) or (c) are met after reviewing and considering the information contained in affidavits, legal indictments, charges or complaints, arrest records, or other documents or other credible information: and
- (b) For actions based on any of the conditions described in § 1619.1(b), only after the personnel authority has obtained official documentation such as affidavits, legal indictments, charges or complaints, arrest records, or other documentation, to support the determination that any of the conditions described in § 1619.1(b) are met.
- 1619.4 If the personnel authority determines that the conditions described in § 1619.1 are met, an employee shall initially be placed on administrative leave for a period of five (5) workdays.

1619.5 The first day of the administrative leave period shall be the first workday that immediately follows the day on which the employee was placed on administrative leave pursuant to § 1619.4.

1619.6 The proposing official shall issue a written notice to propose placement of an employee on enforced leave. The notice shall inform the employee of the following:

- (a) The reasons for the proposed enforced leave;
- (b) The specific basis, including affidavits or other documentation, upon which the decision to propose placement of the employee on enforced leave was based and which establishes that the conditions described in § 1619.1 have been met. The employee shall be provided with a copy of the notice;
- (c) The beginning and ending dates of the five (5) workdays of administrative leave;
- (d) The beginning date of the proposed enforced leave;
- (e) The right to make a written or oral response, or both, to the notice, and to furnish written statements of witnesses or other documentation in support of the response, all within one (1) workday of receipt of the notice of proposal;
- (f) The person to whom the response is to be presented;
- (g) The right to be represented by an attorney or other representative; and
- (h) The right to a written decision within the five (5) workdays of administrative leave.

1619.7 Prior to actual delivery of the notice under § 1619.8, initial delivery of the notice proposing placement of an employee on enforced leave may be acomplished by reading the notice to the employee over the telephone.

1619.8 During the five-day (5-day) period of administrative leave under § 1619.4, the agency shall deliver the notice proposing placement of an employee on enforced leave to the employee personally, or by leaving a copy at the employee's home with some person of suitable age and discretion who is present.

1619.9 The response period provided for in § 1619.6(e) shall begin the first workday that immediately follows the day on which initial delivery of the notice is made, regardless of the method by which delivery was acomplished.

1619.10 If a determination is made to place the employee on enforced leave, the written final decision shall inform the employee of the following:

- (a) The placement on enforced leave as provided in § 1619.12;
- (b) The date the enforced leave is to commence; and
- (c) The right to grieve the action under the procedure set forth in § 1636, and that if the enforced leave lasts ten (10) days or more, the employee has the right to file an appeal with the Office of Employee Appeals within thirty (30) days of the final decision.
- 1619.11 The enforced leave period shall commence on the first workday that immediately follows the five (5) workdays of administrative leave, as provided in § 1619.4.
- 1619.12 During the period in which the employee is in the enforced leave status, each day of absence is to be charged against the employee in the following sequence:
- (a) Accrued annual leave, if available, until exhausted;
- (b) Compensatory time which is authorized and recorded on time and attendance reports, if available, until exhausted; or
- (c) Leave without pay when annual leave and compensatory time are exhausted or not available.
- 1619.13 If a determination is made not to place the employee on enforced leave, the written final decision shall so inform the employee.
- 1619.14 An employee shall remain on enforced leave until such time as disciplinary action, in accordance with this chapter and taken as a result of the event that caused the administrative action, is effected, or a determination is made that no disciplinary action will be taken.
- 1619.15 If the basis for placing an employee on enforced leave pursuant to this section does not result in disciplinary action pursuant to the provisions of this chapter, any annual leave, compensatory time, or pay lost as a result of the administrative action shall be restored retroactively.

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1630 Applicability: Grievances

1630.1 Except for an employee excluded by § 1630.2, §§ 1630 through 1637 shall apply to any of the following:

- (a) An employee of the District government in the Career or Excepted Service;
- (b) An applicant for employment; or
- (c) A former employee.

1630.2 The following employees are excluded from coverage under §§ 1631 through 1637:

- (a) An employee of the DC Board of Education;
- (b) An employee of the Board of Trustees of the University of the District of Columbia;
- (c) An employee in the Legal Service appointed under the authority of DC Official Code § 1-608.51 *et seq.*;
- (d) An employee in the Excepted Service appointed under the authority of DC Official Code § 1-609.03 or 1-609.08;
- (e) An employee in the Management Supervisory Service appointed under the authority of DC Official Code § 1-609.51 *et seq.*; or
- (f) Any 905 series attorney not in the Legal Service.

1631 Matters Grievable: Grievances

1631.1 Persons covered under § 1630 may grieve any matter except the following:

(a) Any action implemented to comply with a decision by the Office of Employee Appeals, the Merit Systems Protection Board, an arbitrator of competent jurisdiction, the Office of the Inspector General, the Executive Office of the Mayor, the Office of Human Rights, the Commission on Human Rights, a court of competent jurisdiction, or any other agency

authorized by law to mandate a particular action;

- (b) Any action terminating an employee's temporary promotion that returns the employee to the position from which the employee was temporarily promoted or to a different position that is not at a lower grade or level than the position from which the employee was temporarily promoted;
- (c) Expiration of an appointment with a specified time limit;
- (d) Forfeiture of position due to failure to maintain bona fide District residency, or to meet the residency or domicile requirements, respectively, as provided in Chapter 3 of these regulations;
- (e) Termination or discipline of an employee serving a probationary period as provided in Chapter 8 of these regulations;
- (f) The return or assignment to the position from which promoted or to an equivalent position of an employee who does not successfully complete a supervisory probationary period pursuant to Chapter 8 of these regulations;
- (g) Termination or discipline prior to the expiration date of a temporary appointment;
- (h) Voluntary action initiated by, or at the request of, the employee;
- (i) Conversion of any position to the Management Supervisory Service or the Excepted Service;
- (j) Reduction of an employee's rate of pay from an erroneous rate;
- (k) Termination of pay retention, as that term is defined in Chapter 11 of these regulations, by action in accordance with reclassification procedures or reduction-in-force procedures pursuant to, respectively, Chapters 11 and 24 of these regulations;
- (l) A decision declining to waive repayment of an erroneous payment under DC Official Code § 1-629.01.
- (m) Termination of a term promotion upon completion or termination of the assigned project, and the return of the employee to the position from which promoted or to a different position of equivalent grade and pay;
- (n) An action implemented to comply with any law, rules or regulations established under the District of Columbia Administrative Procedure Act;

- (o) Any other matter for which no District government agency has the power or authority to provide the remedy sought or an equivalent remedy;
- (p) Designation as a "management employee" or a discretionary decision to grant or not grant any retreat from the Management Supervisory Service to another service pursuant to DC Official Code § 1-609.54;
- (q) An allegation of unlawful discrimination, or any other matter within the jurisdiction of the Office of Human Rights;
- (r) An allegation of an unfair labor practice, or any other matter required to be decided by the Public Employee Relations Board;
- (s) A final agency decision which, pursuant to DC Official Code § 1-606.03(a), may be appealed to the Office of Employee Appeals;
- (t) A grievance required to be submitted through the grievance procedures contained in a collective bargaining agreement covering the employee as provided in §§ 1632.2 and 1632.3, or through a procedure pursuant to § 632.5;
- (u) Non-selection for any competitive or non-competitive appointment or promotion from a group of candidates who were properly qualified, ranked, or certified;
- (v) Performance evaluations conducted under the provisions of Chapter 14 of the DC personnel regulations, under which employees may seek review of the performance evaluation;
- (w) The application or coverage of the Fair Labor Standards Act;
- (x) A prior grievance dismissed with prejudice;
- (y) The disallowance of an employee's representative pursuant to this chapter; or
- (z) Non-adoption of a suggestion that may benefit the District government, or failure to receive an incentive award or a specific amount for a monetary award, pursuant to Chapter 19 of these regulations.

1632 General: Grievances

- 1632.1 The informal presentation by employees of concerns and grievances is encouraged and shall be reasonably accommodated by management. The provisions of this chapter do not control informal presentation by employees of concerns and grievances.
- 1632.2 Any grievance resolution process negotiated between the District of Columbia and a labor organization shall take precedence over the provisions of this chapter for employees in a bargaining unit represented by a labor organization, to the extent that there is a difference.
- 1632.3 If an employee is authorized to choose between the negotiated grievance process set forth in a collective bargaining agreement and the grievance process provided in these rules, the employee may, at his or her discretion, do either of the following:
- (a) Grieve through the negotiated grievance procedure; or
- (b) File a disciplinary grievance as provided in these rules.
- 1632.4 An employee shall be deemed to have elected his or her remedy pursuant to § 1632.3 when the employee files a grievance under the provisions of this chapter or files a grievance in writing in accordance with the provisions of the negotiated grievance procedure applicable to the parties, whichever event occurs first. This section shall not be construed to toll any deadlines for filing.
- 1632.5 Any system for grievance resolution involving uniformed members of the Metropolitan Police Department or the Fire and Emergency Medical Services Department provided for by law, or by regulations of the respective departments in effect on the effective date of these regulations, including but not limited to procedures involving trial boards, shall take precedence over the provisions of this chapter relating to grievances, to the extent that there is a difference.
- 1632.6 An employee, former employee, or applicant for employment may present a grievance to the agency with authority to provide the remedy. Employing agencies, or the Office of Personnel in the case of an applicant for employment in an agency subordinate to the Mayor, shall be responsible for referring the grievance to the appropriate agency.
- 1632.7 A grievance by an applicant for employment shall be limited to a request for non-monetary relief in matters involving the application of the merit staffing process.

1633 Agency Responsibility: Grievances

1633.1 Each agency head shall:

- (a) Ensure prompt handling of grievances of employees, former employees, and applicants for employment pursuant to this chapter;
- (b) Reasonably make the grievance system known to all employees;
- (c) Provide for mediation or other non-binding alternative dispute resolution mechanism as part of the grievance system;
- (d) Ensure that copies of the grievance procedures and alternative dispute resolution procedures are made available upon request to an employee, former employee or applicant for employment; and
- (e) Ensure each grievant or witness freedom from restraint, coercion, interference, discrimination, or reprisal by any official of the agency for the act of filing or supporting a grievance.

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1634 Official Time: Grievances

1634.1 If otherwise in a duty status, each employee submitting a grievance under the provisions of this chapter may be granted a reasonable amount of official time for preparation or presentation of the grievance.

1634.2 Each absence from duty in excess of the time granted in accordance with § 1634.1 shall be charged in accordance with Chapter 12 of these regulations.

1635 Time Limits for Filing: Grievances

1635.1 Except as provided in § 1635.2, an employee, former employee or applicant for employment filing a grievance under this chapter shall present the grievance within forty-five (45) days, not including Saturdays, Sundays, and legal holidays, after the date that he or she knew or should have known

of the act or occurrence that is the subject of the grievance.

1635.2 An employee may file a disciplinary grievance or a grievance of enforced leave that lasts less than ten (10) days, within ten (10) days of receipt of the final decision on the corrective action or the enforced leave.

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1636 Procedure: Grievances

1636.1 A grievance shall be in writing, shall contain sufficient detail to identify and clarify the basis for the grievance, and shall specify the relief requested.

1636.2 Except as provided in § 1636.3, a grievance must be presented to an official (hereinafter referred to as the "grievance official") who has the authority to grant the relief sought.

1636.3 A grievance of enforced leave or a disciplinary grievance shall be presented to the grievance official, who shall be an official who is at a higher administrative level than the deciding official on such actions; however, when the deciding official was an agency head, the agency head shall designate an official from another agency as the grievance official.

1636.4 The grievance official shall attempt to resolve a grievance through the mediation or non-binding alternative dispute resolution mechanism, or any other similar procedure. If the grievance is resolved, the parties may agree to dismiss the action.

1636.5 In the case of a grievance of enforced leave or a disciplinary grievance, the grievance official shall either sustain, reduce, or dismiss the penalty imposed by the final decision, but in no event shall increase the penalty.

1636.6 The grievance official shall inform the grievant, in writing, of the decision on the grievance.

1636.7 If the relief requested has been denied in whole or in part, the grievant shall be advised of the basis for the denial.

1636.8 The decision of the grievance official to deny the grievance, in whole or in part, shall be the final administrative decision, and shall not be subject to further administrative appeal.

1636.9 The decision on the grievance shall be issued not more than thirty

(30) workdays from the date the grievance was filed.

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1637 Dismissal: Grievances

1637.1 An agency may dismiss a grievance with or without prejudice at the grievant's request.

1637.2 An agency shall dismiss a grievance with prejudice in any of the following instances:

- (a) Upon termination of the employee's employment with the agency, unless the personal relief sought may be granted after termination of employment;
- (b) Upon the death of the employee or former employee, unless the grievance involves a question of compensation; or
- (c) For failure to pursue, if the grievant does not furnish required information or duly proceed with the advancement of his or her grievance.

1637.3 The procedures used to permit and process a grievance and the dismissal of a grievance of an employee or former employee under the provisions of § 1637.2(a), (b), or (c) shall be the final agency decision, and shall not be subject to further administrative review.

1699 Definitions: General Discipline and Grievances

1699.1 When used in this chapter, the following terms shall have the meaning ascribed:

Administrative leave—an excused absence with full pay and benefits that is not charged to annual leave, sick leave, or leave without pay.

Admonition—any written communication from a supervisor or manager to an employee, up to but excluding an official reprimand, that advises or counsels the employee about conduct or performance deficiencies, and the possibility that future violations will result in corrective or adverse action.

Adverse action—a suspension of ten (10) days or more, a reduction in grade, or a removal.

Agency—any unit of the District of Columbia government, excluding the courts, required by law, by the Mayor of the District of Columbia, or by the

Council of the District of Columbia to administer any law, rule, or any regulation adopted under authority of law. The term "agency" shall also include any unit of the District of Columbia government created by the reorganization of one (1) or more of the units of an agency and any unit of the District of Columbia government created or organized by the Council of the District of Columbia as an agency, and shall include boards and commissions as described in DC Official Code § 1-603.01(13).

Corrective action—an official reprimand or a suspension of less than ten (10) days.

Days—calendar days, unless otherwise specified.

Deciding official—the individual who issues a final decision on a disciplinary action or enforced leave, in accordance with §§ 1613 and 1619.

Disciplinary action—a corrective or adverse action taken against an employee.

Disciplinary grievance—a request for personal relief concerning the final decision on a corrective action, as provided in § 1617.

Enforced leave—involuntary placement of an employee on annual leave, compensatory time authorized and recorded on the appropriate time and attendance reports, or leave without pay, as applicable, as provided in § 1619.

Grievance—any matter under the control of the District government which impairs or adversely affects the interest, concern, or welfare of employees, including but not limited to a request by an employee for relief concerning a final written decision that involuntarily placed him or her on enforced leave that lasts less than ten (10) days, as provided in § 1619.10(c); or a request by an applicant for employment for non-monetary relief in matters involving the application of the merit staffing process; or a request by a former employee for relief in a matter of concern or dissatisfaction that is subject to the control of the District government, and that is related to an employment condition, as provided in § 1636. This definition does not include adverse actions resulting in removals, suspension of ten (10) days or more, reductions in grade, or enforced leave actions that last ten (10) days or more; reductions in force; or classification matters, nor is it intended to restrict matters that may be subject to a negotiated grievance and arbitration procedure in a collective bargaining agreement between the District and a labor organization representing employees.

Grievance official—the individual who issues a final decision on a

grievance, in accordance with § 1636.

Hearing officer—the official, other than the proposing official, who has no direct and personal knowledge (other than hearsay that does not affect impartiality) of the matters contained in a proposed removal action or a summary removal notice, and is designated by the agency head who, pursuant to § 1612, reviews the proposed removal action or the summary removal notice, as applicable, and the employee's response, if there is one, conducts a hearing where appropriate, and makes recommendations regarding the proper course of action.

Official reprimand—a final decision letter that is placed in the employee's Official Personnel Folder, and that censures an employee.

Personnel authority—an individual or entity with the authority to administer all or part of a personnel management program as provided in DC Official Code § 1-604.01 et seq.

Proposing official—an agency head or an official authorized by the agency head to issue a written notice of proposed corrective or adverse action or enforced leave.

Reduction in grade—an involuntary action that changes an employee, while continuously employed, to a grade level with a lower representative rate.

Relief—a specific remedy requested by and directly benefiting the grievant, but may not include a request for disciplinary action against another employee.

Removal—the involuntary separation of an employee from District government service.

Summary removal—an action taken to immediately separate an employee pursuant to § 1616.

Summary suspension—an action to immediately suspend an employee pursuant to § 1615.

Suspension—the temporary placing of an employee in a non-duty, non-pay status.

With prejudice—the withdrawal or dismissal of a disciplinary action that prevents the alleged charge or charges from being re-filed; or in the case of a

grievance, the dismissal of the grievance by the agency that prevents the employee from resubmitting the grievance.

Without prejudice—the withdrawal or dismissal of a disciplinary action that does not prevent the alleged charge or charges from being re-filed; or in the case of a grievance, the dismissal of the grievance by the agency at the request of the employee.

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DISTRICT POLICY

District of Columbia Policies On Employee Evaluations Per the District Personnel Manual (DPM) D.C. Personnel Regulations, Chapter 14, Part II

District Policy

District Policies on Employee Evaluations

I. Performance Evaluation System (PES)

The Performance Evaluation System, as set forth in Chapter 14, Part II of the District Personnel Manual (DPM) and DPM Instruction No. 14-4, provides the guidelines for District government employee evaluations.

The Performance Evaluation System (PES) includes employees in these categories:

- Unionized Career Service employees
- Non-supervisory and non-managerial employees in the Career Service.
- "Special Noncompetitive Appointees" within the Excepted Service, per DC Code § 1-609.04

The evaluations should be recorded on a Form 12, Report of Performance Rating. The rating period is from April 1 to March 31 of the following year.

There are four rating levels: Outstanding, Excellent, Satisfactory, and Unsatisfactory. Ratings should be based on performance standards, which must be issued in advance to each employee. Key standards include attendance and adherence to supervisor directives.

More information on the Performance Evaluation System (PES) can be found in DPM, Chapter 14.

II. Performance Management Program (PMP)

As provided in §1400.1 of Chapter 14, "Performance Management" of the District Personnel Manual, the Performance Management Program applies to the following employees:

- Non-unionized supervisory and managerial employees in the Career Service, including uniformed members of the Metropolitan Police Department at the ranks of Lieutenant, Captain, Inspector, Commander, and Assistant Chief;
- Employees in the Excepted Service appointed under the authority of DC Official Code § 1-609.03; and
- Employees in the Management Supervisory Service.
- Employees in the Legal Service appointed as supervisory attorneys in the District government's Office of the Attorney General, non-supervisory attorneys who report directly to either the Attorney General or the Principal Deputy Attorney General, and subordinate agency supervisory attorneys.

DISTRICT OF COLUMBIA DEPARTMENT OF HUMAN RESOURCES DISTRICT PERSONNEL MANUAL

District Policy

Non-unionized Career Service employees employed in the agencies under the
personnel authority of the Mayor authorized for coverage under the performance
management program by the Director of Human Resources on an agency-byagency basis.

The District of Columbia's Performance Management Program is designed to be an objective and developmental approach to assessing employee performance. The PMP provides a framework for supervisors and employees to communicate with each other regarding work expectations, job performance, and career development and to recognize employee accomplishments and improve employee performance through training.

The Performance Management Program (PMP) evaluation period is October 1 through September 30 of each year. The Performance Management Program is implemented with the Online PMP system. Evaluations are based on competency standards, self-evaluations and performance plans.

GOVERNMENT OF THE DISTRICT OF COLUMBIA OFFICE OF THE CHIEF MEDICAL EXAMINER 1910 Massachusetts Avenue, S.E., Bldg. 27 Washington, D.C. 20003

EMPLOYEE TRAINING



DISTRICT OF COLUMBIA OFFICE OF THE CHIEF MEDICAL EXAMINER 1910 MASSACHUSETTS AVENUE, S.E., Bldg. 27 WASHINGTON, D.C. 20003

Training

Hazmat

OCME POLICY

Employee Training

Training is an essential part of the OCME's plan to provide a safe workplace. Certain courses are mandatory based on an employee's job duties. Supervisors will ensure that all employees are trained before they start a task that requires training in order that they may do the job safely. The Supervisor will keep a record of employee trainings. Employees must complete mandatory courses in the timeframe provided or will be subject to disciplinary action. Required training courses include, but are not limited to:

Required Attendees

- Basic Orientation	All employees
- Ergonomics	All employees
- Incident Reporting & Investigation	All employees
- Emergency Response Plan BERT Plan	All employees BERT members
- Mass Fatality Plan	All employees
- Continuing Operations Plan	All employees
- Information Technology (IT)	All employees
- PPE, Universal Precautions, Blood-borne Pathogens, Air-borne Pathogens (Respirators), Hazard Communication, Radiation Safety,	Medical Examiners, Medicolegal Investigators, Pathologist Assistants, Forensic Investigators, Autopsy Assistants Photographers, Forensic Toxicologists

- Vehicle Operations Medicolegal Investigators, Pathologist
Assistants, Forensic Investigators, Autopsy
Assistants, Fatality Review Staff,
Administrative Staff as applicable

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 and injuries and hazards. The employees should be shown where first aid supplies are located and who to call for first aid, as well as 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 are used or exist within the facility, as well as where to find Material Safety Data Sheets (MSDSs) and how to read and use the MSDSs.

GOVERNMENT OF THE DISTRICT OF COLUMBIA OFFICE OF THE CHIEF MEDICAL EXAMINER 1910 Massachusetts Avenue, S.E., Bldg. 27 Washington, D.C. 20003

LEAVE & ATTENDANCE POLICY



1227 GENERAL PROVISIONS FOR ANNUAL AND SICK LEAVE

- As provided in section 1203 (a) of the CMPA (D.C. Official Code § 1-612.03 (a)) (2006), an employee shall be entitled to earn both annual and sick leave as provided herein, except for the following:
 - (a) An employee who does not have a scheduled tour of duty;
 - (b) An elected official; or
 - (c) A temporary employee appointed for less than ninety (90) days.
- 1227.2 The days of annual and sick leave provided by this chapter shall be days on which an employee would otherwise work and receive pay, but shall exclude holidays and nonworkdays established by statute or administrative order.
- Other than for the liquidation of advanced sick leave indebtedness as provided in section 1230.4 of this chapter, the retroactive substitution of annual leave, compensatory time, or leave without pay for sick leave shall not be authorized.

1228 ENTITLEMENT TO ACCRUE ANNUAL AND SICK LEAVE

- 1228.1 A full-time employee:
 - May accrue leave only when employed for a full workweek; and
 - (b) Shall be deemed employed for a full workweek if he or she is employed during the days within that week, exclusive of holidays and nonworkdays established by statute or administrative order, that fall within that workweek.
- 1228.2 A full-time employee who initially enters on duty on the first (1st) workday of a biweekly pay period shall accrue the full amount of leave to which he or she would be entitled for that biweekly pay period.
- A full-time employee who initially enters on duty after the first (1st) workday of a biweekly pay period, but not later than the first (1st) workday of the second (2nd) week of a biweekly pay period, shall accrue one-half (½) of the leave to which he or she would have been entitled for a full biweekly pay period.
- 1228.4 A full-time employee who initially enters on duty after the first (1st) workday of the second

	week of a biweekly pay period shall not be entitled to accrue leave for that biweekly pay period.
1228.5	A full-time employee who separates after the close of business on the last workday of a biweekly pay period shall accrue the full amount of leave to which he or she would be entitled for that biweekly pay period.
1228.6	A full-time employee who separates after the completion of one (1) workweek in a biweekly pay period, but prior to the close of business on the last day of a biweekly pay period, shall accrue one-half (½) of the leave to which he or she would have been entitled for a full biweekly pay period.
1228.7	A full-time employee who separates prior to the completion of the first week in a biweekly pay period shall not be entitled to accrue leave for that biweekly pay period.
1228.8	A full-time employee paid on other than a biweekly pay period basis earns leave on a pro-rata basis for a full pay period.
1228.9	Except as provided in section 1228.10 of this section, a full-time employee shall earn leave during each full biweekly pay period while in a pay status or in a combination of pay status and nonpay status.
1228.10	Whenever the number of hours of nonpay status accrued by a full-time employee during a leave year equals the number of base pay hours eighty (80) in a biweekly pay period, the employee's accrued leave shall immediately be reduced by the amount of annual and sick leave accruals the employee earns during one (1) biweekly pay period.
1228.11	For the purpose of determining reduction of leave credits under this section when a full-time employee has one (1) or more breaks in service during the leave year, the agency shall include all hours in a nonpay status for each period of service during the leave year in which the leave accrued.
1228.12	When a reduction in leave credits results in a debit to a full-time employee's leave account at the end of a leave year, the debit shall be carried forward as a charge against the leave to be earned by the employee in the next leave year, unless the employee and the agency agree to a repayment as provided in section 1230.4 of this chapter.
1228.13	A part-time employee, unless otherwise excluded, shall be entitled to accrue annual and sick leave on a pro-rata basis.
1228.14	Hours in a pay status for which the employee would be entitled to overtime pay shall be disregarded in computing the leave earnings of a part-time employee.
1228.15	A part-time employee must serve under an established tour of duty for each of the two (2) administrative workweeks in each biweekly pay period in order to accrue leave.
1228.16	A part-time employee who completes a full biweekly pay period may carry over, from one pay period to the next, those hours of service in a pay status that do not equal the number

necessary for a minimum leave accrual of one (1) hour, until sufficient service is rendered to total the hourly accrual; but if the employee changes to full-time employment status and has insufficient service credit to earn the minimum of one (1) hour, the fractional hours of service shall be lost because of the change from part-time to full-time status.

1229 ANNUAL LEAVE, SICK LEAVE, LEAVE WITHOUT PAY, AND ABSENCE WITHOUT LEAVE—GENERAL

- 1229.1 The minimum charge for annual leave, sick leave, leave without pay, and absence without leave shall be one (1) hour, and additional charges shall be in multiples thereof.
- 1229.2 Scheduled leave (annual, sick, or leave without pay) shall be leave that is requested, approved, and scheduled prior to the end of the workday immediately preceding the day of such leave.

1230 REPAYMENT OF ADVANCED ANNUAL OR ADVANCED SICK LEAVE

- 1230.1 Except as provided in section 1230.2 of this section, when an employee who is indebted for advanced leave is separated, the agency shall either:
 - (a) Require a repayment in the amount paid to the employee for the period covering the leave for which indebted; or
 - (b) Deduct that amount from any lump-sum leave payment, accrued wages, severance pay, other compensation, or any combination thereof, due the employee.
- 1230.2 Repayment of advanced leave shall be forgiven when an employee:
 - (a) Dies;
 - (b) Retires for disability under the authority of Title XXIII of the CMPA (D.C. Official Code § 1-623.01 et seq.) (2006);
 - (c) Resigns or is separated because of disability that prevents him or her from returning to duty or continuing in the service and is the basis of the separation as determined by the agency on acceptable medical evidence that is the kind of medical evidence customarily relied on to support such claims; or
 - (d) Enters on active military duty with restoration rights under 38 U.S.C. §§ 2121 or 2024.
- 1230.3 Any indebtedness for advanced leave remaining after application of the provisions of section 1230.1 of this section shall be a debt owed to the District government.
- 1230.4 Advanced sick leave may be liquidated by subsequently earned sick leave, by a charge against annual leave, or by a repayment upon separation in accordance with section 1230.1 of this section.
- An employee may, with the consent of his or her employing agency, agree to repay the agency in cash, either by lump-sum payment or by payment schedule to be completed within twenty-four (24) months of the first (1st) payment, for advanced annual or sick leave. The amount of the repayment shall be calculated at the pay rate that is in effect at the time of the repayment.

1230.6 An employee shall be deemed to have been in a pay status for the period covered by a cash payment pursuant to section 1230.4 of this section. 1230.7 If an employee is subsequently reemployed, the leave "forgiven" under section 1230.2 of this section shall not be chargeable against subsequently earned leave. 1230.8 If an employee is subsequently reemployed and had advanced leave when previously separated that was not recovered under sections 1230.1 or 1230.3 of this section, such unrecovered advanced leave shall be charged against subsequently earned leave. 1231 TRANSFER AND RE-CREDIT OF ANNUAL AND SICK LEAVE 1231.1 When an employee subject to this chapter transfers between agencies, the Office of the Chief Financial Officer shall certify the employee's annual and sick leave accounts to the employing agency for credit or charge. Pursuant to section 1203 (k) of the CMPA (D.C. Official Code § 1-612.03 (k)) (2006), a 1231.2 federal government employee who is hired or appointed by the District government without a break in service of more than one (1) workday, and who did not receive a lump-sum payment for annual leave upon separation from the federal service, shall be credited with the annual leave balance to his or her account at the time of separation from the federal service. 1231.3 An employee who has received a lump-sum payment for annual leave upon separation from the federal service shall be credited with a zero (0) annual leave balance upon entry into District government service. 1231.4 Pursuant to section 1203 (k) of the CMPA (D.C. Official Code § 1-612.03 (k)) (2006), a federal government employee who is hired or appointed by the District government without a break in service shall be credited with the sick leave balance to his or her account at the time of separation from the federal service. 1231.5 Except as provided in section 1231.7 of this section, the annual and sick leave to the credit of an employee who transfers between agencies of the District government under different leave systems without a break in service shall be transferred to his or her credit in the employing agency on the same adjusted basis as provided in section 1231.6 of this section. 1231.6 Except as provided in section 1231.7 of this section, when annual leave or sick leave is credited from a leave system that accrues leave on a basis other than that prescribed by sections 1233.1 or 1233.2 of this chapter, an employee to whom this section applies shall be credited with five (5) hours of leave for each seven (7) hours of leave accumulated under the leave system from which credited, with fractional parts of an hour being rounded up to the next whole hour. 1231.7 Annual and sick leave to the credit of a uniformed member of the Firefighting Division of the Fire and Emergency Medical Services Department who transfers to another agency of the District government, or to a non-uniformed division of the Fire and Emergency Medical Services Department, shall be adjusted by dividing both the annual leave and the sick leave by one and two-tenths (1.2), with the results rounded up to the next whole hour. 1231.8 The employing agency shall have the primary responsibility for determining whether an

employee is entitled to be credited with leave purportedly standing to an employee's credit when the employee's transfer or reemployment involves different leave systems and a recredit is otherwise appropriate.

- Pursuant to section 1203 (i) of the CMPA (D.C. Official Code § 1-612.03 (i)) (2006), an individual who received a lump-sum payment for annual leave upon separation from District government service, and who is reemployed by the District government prior to the end of the period covered by the lump-sum payment, shall repay the District government an amount equal to the lump-sum payment for the time between the date of reemployment and the end of the period covered by the lump-sum payment, and shall be recredited with annual leave for that period.
- When an employee is reemployed in a position under a different leave system prior to the expiration of the period for which the lump-sum leave payment has been made and the unexpired period of leave covers a larger amount of leave than can be transferred to the different leave system, the employee shall be required only to make a repayment covering the amount of re-creditable annual leave.
- 1231.11 No repayment shall be required when an employee is reemployed under circumstances where he or she is not entitled to accrue leave.
- 1231.12 An employee subject to this chapter who transfers to a position under the District of Columbia Teachers' Leave Act shall be entitled to a lump-sum payment for unused annual leave.
- When an employee transfers to a position under a different leave system to which only a part of the employee's sick leave can be transferred, then so much of the employee's sick leave as was not transferred to the new leave system shall be recredited should the employee return to the leave system under which it was earned prior to the expiration of three (3) years.
- An employee who separates from District government service other than by retirement, shall have his or her sick leave account recredited, either on an hour-for-hour basis, or on an adjusted basis as provided in sections 1231.6 or 1231.7 of this section, as appropriate, if reemployed without a break in service of three (3) years or more.
- 1231.15 If official records specifying the amount of leave to be credited or recredited are not available, an estimate of the employee's leave account shall be acceptable when accompanied by an official statement that contains the basis for the estimate.
- An employee who earned leave under a statute previously in force shall be entitled to re-credit of that leave under that authority, if he or she is entitled to re-credit for it, on reentering the leave system under which it was earned; however, leave already forfeited shall not be revived.
- Pursuant to section 2343 of the CMPA (D.C. Official Code § 1-623.43 (2006)), an employee who has used annual leave or sick leave as a result of an injury or illness, and whose injury or illness is later determined, as provided in Chapter 23 of these regulations, to be job-related, shall be entitled to repurchase so much of that annual leave, or sick leave, or both, as he or she shall desire, at the hourly rate in effect at the time it was used, and shall have that amount of annual leave, sick leave, or both recredited.
- 1231.18 There shall be no limitation on the amount of either annual leave or sick leave that can be repurchased under section 1231.17 of this section, but any annual leave repurchased shall be subject to the forfeiture provisions of section 1239 of this chapter, and may be considered to

have been administrative error for purposes of restoration under section 1239 of this chapter.

1232 ACCRUAL OF ANNUAL LEAVE

- 1232.1 A full-time employee to whom this chapter applies shall earn annual leave as follows:
 - (a) An employee with less than three (3) years of service shall earn four (4) hours for each full biweekly pay period;
 - (b) An employee with three (3) but less than fifteen (15) years of service shall earn six (6) hours for each full biweekly pay period, except that the accrual for the last full biweekly pay period in the leave year shall be ten (10) hours; and
 - (c) An employee with fifteen (15) or more years of service shall earn eight (8) hours for each full biweekly pay period.
- Except as provided in section 1232.5 of this section, a part-time employee for whom there has been established in advance a regular tour of duty on one (1) or more days during each administrative workweek shall earn annual leave as follows:
 - (a) An employee with fewer than three (3) years of service shall earn one (1) hour of annual leave for each twenty (20) hours in a pay status;
 - (b) An employee with three (3) but fewer than fifteen (15) years of service shall earn one (1) hour of annual leave for each thirteen (13) hours in a pay status; and
 - (c) An employee with fifteen (15) years or more of service shall earn one (1) hour of annual leave for each ten (10) hours in a pay status.
- 1232.3 A change in the rate of accrual of annual leave shall take effect at the beginning of the pay period after the pay period, or corresponding period for an employee who is not paid on the basis of biweekly pay periods, in which the employee completed the prescribed period of service.
- When a full-time employee changes from the six-hour (6-hour) annual leave-earning category to the eight-hour (8-hour) category at the beginning of the last full biweekly pay period in the calendar year, his or her leave credit for that pay period shall not exceed eight (8) hours.
- 1232.5 A part-time employee entitled to earn annual leave shall not earn annual leave for any hours worked for which he or she is entitled to overtime compensation under Chapter 11 of these regulations.

1233 ANNUAL LEAVE—DETERMINING CREDITABLE SERVICE

- 1233.1 In determining years of creditable service, an employee shall be entitled to receive credit for the following:
 - (a) All service creditable under 5 U.S.C. § 8332 for the purpose of an annuity; and
 - (b) All service creditable under the District retirement benefits program established

pursuant to section 2605 of the CMPA (D.C. Official Code § 1-626.05) (2006).

- An employee who is a retired member of a uniformed service as defined by 5 U.S.C. § 3501 shall be entitled to credit for active military service only if his or her retirement was based on a disability:
 - (a) Resulting from injury or disease received in line of duty as a direct result of armed conflict; or
 - (b) Caused by an instrumentality of war and incurred in line of duty during a period of war as defined by 38 U.S.C. §§ 101 and 301.
- 1233.3 The determination of years of service may be made on the basis of an affidavit from the employee subject to verification by the appropriate personnel authority.
- 1233.4 District government service prior to October 1, 1987 that is under Social Security shall be creditable for leave purposes and shall be purchasable for credit toward retirement under 5 U.S.C. § 8332.

1234 ANNUAL LEAVE—QUALIFYING PERIOD

- 1234.1 If a temporary appointment is for less than ninety (90) days, the employee shall not be entitled to earn annual leave.
- 1234.2 If a temporary appointment for less than ninety (90) days is extended for an additional ninety (90) days or longer without a break in service, or if there are successive temporary appointments without a break in service that aggregate ninety (90) days or longer, then the employee shall receive retroactive credit for leave earned from the date of appointment, and shall earn leave thereafter.
- 1234.3 Retroactive annual leave credited, or annual leave earned thereafter as specified in section 1234.2 of this section, shall not be substituted retroactively for either compensatory time or leave without pay taken during the period described in section 1234.1 of this section.

1235 ANNUAL LEAVE—GRANTING

- 1235.1 Annual leave may be used by an employee for any reason, but is intended primarily to be used for the following two (2) general purposes:
 - To allow the employee vacation periods of extended leave every year for rest and recreation; and
 - (b) To provide periods of time off for personal and emergency purposes.
- 1235.2 The annual leave provided by this chapter, including annual leave that has been advanced as provided in section 1236 of this chapter, may be granted at any time during the leave year in accordance with these regulations.

- 1235.3 An employee is entitled to his or her annual leave, and the taking of annual leave for the purposes set forth in section 1237.1 of this section should be encouraged, subject to scheduling approval by the agency head.
- 1235.4 An approved absence that would otherwise be properly chargeable to sick leave may be charged to annual leave, compensatory time, or leave without pay, if requested in advance by the employee and approved by the agency head.

1236 LEAVE RESTRICTION FOR ABUSE OF EMERGENCY ANNUAL LEAVE

- 1236.1 An agency head may restrict an employee from using annual leave whenever by the preponderance of the evidence, it is established that an employee engages in a pattern or practice of abuse, such as:
 - (a) Requesting emergency annual leave in order to avoid certain work shifts or work assignments; or
 - (b) Consistently requesting emergency annual leave that results in the employee being unavailable immediately preceding or following the employee's two (2) consecutive days outside of the basic work week.
- 1236.2 Whenever an agency head determines that an employee has engaged in the activities set forth in 1236.1 of this section, the agency may place the employee on leave restriction.
- 1236.3 An employee placed on leave restriction must obtain permission before taking any annual leave or sick leave as outlined in section 1243 without prior approval by the employee's immediate supervisor or other supervisor within the chain of command of the employee.
- 1236.4 An employee shall not be deemed to have received prior approval to take emergency annual leave by notifying a co-worker or leaving a message on the voicemail of the supervisor.
- 1236.5 An employee under leave restriction who takes emergency leave without receiving prior approval shall be subject to being placed in an Absence Without Official Leave status in accordance with Section 1268 of this chapter.

1237 ANNUAL LEAVE—ADVANCING

- 1237.1 Annual leave may be advanced, at the discretion of the agency head, up to but not exceeding the amount of annual leave that would accrue to the employee by the end of the current leave year, or by the employee's anticipated termination date, if applicable, whichever is sooner.
- If the reason for an employee's request for advanced annual leave would qualify for leave under the District of Columbia Family and Medical Leave Act of 1990 (D.C. FMLA), effective October 3, 1990 (D.C. Law 8-181; D.C. Official Code § 32-501 et seq.) (2006), any advanced annual leave granted shall count towards the sixteen-week (16-week) maximum under the D.C. FMLA.

1238 ANNUAL LEAVE—MAXIMUM ACCUMULATION

1238.1 Pursuant to section 1238.3 of this section, annual leave that is not used by an employee shall

accumulate for use in succeeding years, except that annual leave in excess of two hundred forty (240) hours at the beginning of the first full biweekly pay period of the calendar year, or the corresponding period for an employee who is not paid on the basis of biweekly pay periods, shall be forfeited as provided in section 1238.2 of this section.

- 1238.2 The beginning of the first biweekly pay period in the calendar year shall be the point at which an employee's accumulated annual leave balance is fixed, and when a determination shall be made that annual leave in excess of the maximum amount allowable under section 1238.1 of this section, as appropriate, shall be forfeited.
- 1238.3 Annual leave in excess of the amount allowable under this section that was accumulated under an earlier statute shall remain to the credit of the employee until used. If an employee with such credit uses more annual leave in a leave year than he or she earns:
 - (a) The balance carried forward shall become the new leave ceiling if it is still above the maximum accumulation allowable under section 1238.1 of this section; or
 - (b) The new leave ceiling shall be two hundred forty (240) hours if the balance carried forward is equal to or less than two hundred forty (240) hours.

1239 ANNUAL LEAVE—RESTORATION

- As provided in section 1203 (h)(2) of the CMPA (D.C. Official Code § 1-612.03 (h)(2)) (2006), annual leave that is lost due to administrative error when the error causes a loss of annual leave otherwise accruable after June 30, 1960, or because of exigencies of the public business when the annual leave was scheduled in advance, or because of sickness of the employee when the annual leave was scheduled in advance, shall be restored to the employee.
- Pursuant to section 1203 (h)(2)(A) of the CMPA (D.C. Official Code § 1-612.03 (h)(2)(A)) (2006), restored annual leave that causes the employee's accumulated annual leave balance to exceed the maximum allowable accumulation under section 1239.1 of this chapter, as appropriate, shall be credited to a separate leave account for the employee and shall be available for use by the employee for a period of two (2) years.
- Pursuant to section 1203 (h)(2)(B) of the CMPA (D.C. Official Code § 1-612.03 (h)(2)(B))

 (2006), annual leave otherwise accruable after June 30, 1960, which is lost because of
 administrative error and is not recredited because the employee is separated before the error is
 discovered, shall be subject to credit and liquidation by lump-sum payment only if a claim is
 filed within three (3) years immediately following the date the error was discovered.
- 1239.4 Except in the case of administrative error, annual leave shall be restored under the provisions of section 1239.1 of this section only if the agency head first determines either of the following:
 - (a) That an exigency of the business is of major importance and that annual leave scheduled at least three (3) biweekly pay periods prior to the actual end of the leave year must be denied; or
 - (b) That the substitution of sick leave for annual leave resulted in an inability to comply

repay the advanced leave; or

- (b) When an employee is serving on an appointment that will be terminated on a specified date, in which case an agency head may advance sick leave only up to the total sick leave the employee would earn during the remainder of the appointment.
- (c) If the reason for an employee's request for advanced sick leave would qualify for leave under the D.C. FMLA, any advanced sick leave authorized shall count towards the sixteen-week (16-week) maximum under the D.C. FMLA.

LEAVE & REQUEST FOR OVERTIME FORMS



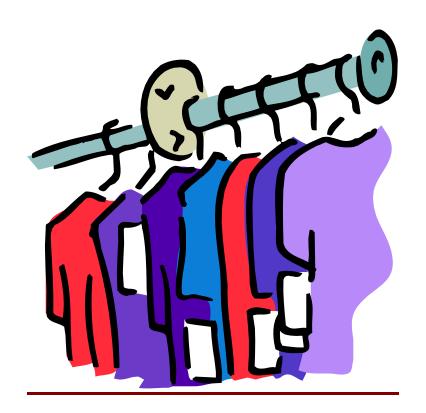
INSTRUCTIONS: Please complete Items 1-8					
1. Name (Print or type—Last, First, M.I.)			in-la	Social Security Number On File	
Organizational Unit	4-A FROM:	Month	Day	Hour A.M.	4-C Total Number of Hours
5. I hereby request (If more than one box is checked, explain in Item 6, Remarks):	4-B	Month	Day	Hour A.M	
Annual Leave. (Annual leave requested may not exceed the amount available for use during the leave year.)		O Marille	JIM H	P.M.	
		6. Remarks			
Sick Leave. (Complete reverse side of form.)					
Leave Without Pay.					
Compensatory time.	7. Employee's Signature		ture		6. Date (Month, Dry, Year)
Other. (Specify)					(increm, box, rour)
OFFICIAL ACTION	ON AP	PLICATIO	NC	perigram when the many the second	1 80 10 5 70 10
Approved Disapproved (If disapproved, give reason. If annual leave, initiate action to reschedule.)	Signature (Annual leave approved may not exceed the amount available for use during the leave year.) Date (Month, D		Date (Month, Day, Year)		

OFFICE OF THE CHIEF MEDICAL EXAMINER

Request for Authorization of Overtime Work

						DA	TE
NAME	SSN	TITLE	GRADE	DATE(S)	TIME FROM	то	P or C*
* Indicate Paid (P) or Compensatory (C	Time						
hours, Is:	bove named employee wor Y OVERTIME						
I certify that the al to the following en	bove named employee wor mergency:	ked overtime. Overtime	was not authorized	in advance because	it was impossibl	le or impra	cticable due
REQUESTE	D BY:						
Supervisor's S	Signature:			Dat	te:		
AUTHORIZ	ED:						
Signature:			Γitle:		_ Date:		

DRESS STANDARDS POLICY



DRESS STANDARDS POLICY

Date: May 16, 2006

SUBJECT: Dress Standards Policy for the Office of the Chief Medical Examiner

ORIGINATOR: Dr. Marie-Lydie Y. Pierre-Louis, Chief Medical Examiner

DISTRIBUTION: All OCME Employees

EXPIRATION DATE: Until Superseded or Rescinded

1. <u>Purpose</u>

The purpose of this issuance is to establish general standards of dress for all employees of the Office of the Chief Medical Examiner (OCME).

2. Applicability

This order applies to all OCME employees.

3. Policy

The OCME provides services to District government employees and the public, including furnishing information and rendering services and programs in accordance with D.C. Official Code §1-604.02 (2001). Each employee of the OCME is expected to present a positive and professional image of OCME and himself or herself by being well-groomed and wearing appropriate office attire. All employees are expected and required to dress at all times during the work day 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, as long as 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 his or her appearance. Because it is impossible to specify ever type of appropriate and inappropriate attire, the examples in section 4 of this Order are provided as general guidance.

OCME employees are expected to exercise good judgment in the application and enforcement of this policy.

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

4. Examples of Appropriate and Inappropriate Office Attire

Examples of appropriate office attire included, but are not limited to:

- Suits
- Sport coats
- Blazer-style jackets
- Long-sleeved or short-sleeved collared shirts worn with or without neckties (including those made to be worn over slacks and not tucked in)
- Long-sleeved or short-sleeved band collar shirts
- Dress pants or slacks
- Pressed Khakis
- Blouses
- Turtlenecks
- Mock turtlenecks
- Dickeys (worn under a jacket, sweater, shirt, or blouse)
- Sweaters
- Dresses
- Skirts
- Short suit sets
- Pants suits
- Dress shoes
- Flats
- Loafers
- Sandals

Examples of inappropriate office attire include, but are not limited to:

- Beach wear
- Tank tops (unless worn under a blazer –style jacket or sport coat)
- Sport shirts
- "Muscle" shirts
- Back-less or strapless tops (unless worn under a blazer-style jacket or sport coat)
- Bare midriff tops
- Clothing designed for exercise or dance (leotards, sweat pants, sweatshirts, stirrups, biker shorts, warm-ups or jogging suits)
- Jeans*
- Personal mobile phone in ear

See Note under Section 5, Exceptions.

- Shorts
- Cut-off shorts or pants
- Spandex tops and pants
- Dresses, shorts, and skirts shorter than 3 inches above the knee
- Extremely low cut dresses
- Flip-flops
- Slippers
- Thongs, beach, and similar footwear
- Work or hiking boots
- Tennis shoes
- Sneakers
- Any attire with wording, slogans, or depictions or objects other than a trademark, excluding fabric prints and designs such as plaids, flowers, stripes, paisley, etc.

5. Exceptions

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

- OCME units that are provided full uniforms (i.e., MLIs Mortuary)
- Partial uniforms (i.e., Communications) must be coordinated with appropriate office attire when applicable
- When a short or long-term medical condition requires that an employee wear a specific types 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 worn on days when offices are being cleaned, files or boxes are being moved, or similar activities
- Tennis shoes/sneakers worn to and from the office during lunch breaks where employee leaves the office. etc.

NOTE: In addition to the above exceptions, OCME employee are allowed to wear "jeans," otherwise considered inappropriate work attire, on <u>casual Fridays only.</u>

6. <u>Identification</u>

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

7. Enforcement

Supervisors in the OCME are responsible for ensuring that each employee under his or her supervision 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:

- First offense a verbal warning;
- Second offense a written warning with the employee being sent home to change his or her attire. The employee would be placed on leave, using his or her annual leave, compensatory time, or LWOP until returning to work;
- Third offense A one-day suspension;
- Fourth offense A three-day suspension; and
- Fifth offense Termination.

8. Effective Date

This issuance is effective immediately.

Dr. Marie –Lydie Y. Pierre-Louis
Office of the Chief Medical Examiner

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AGENCY TELEPHONE LISTING



Mortand Mortan	OCME EMPLOYEE PHONE NUMBERS ARE FOR INTERNAL USE ONLY. THE NUMBERS SHOULD NOT BE PROVIDED TO THE PUBLIC OR NON-OCME EMPLOYEES.	2-Nov-06	
Office of the Chief Medical Examiner - Agency Telephone			
Listing			
1910 Massachusetts Ave, SE, Bldg 27 20003			
			D
Name	DID Extension	Cell Phone	Room Numbers
MAIN TELEPHONE LINE	698-9000	329-9000	
MAIN FAX LINE	698-9100		
ABDUL-SABOOR, Muhammad		329-9029	
ALLEN, Deborah - Mortuary	698-9030		18
ARAYA, Haregu - Toxicology	698-9046		223
BAYARD, Ciena -Toxicology	698-9052		211A
BELL, Dennis - Mortuary	698-9030		18
BELLE, Jeanette - Communications	698-9000	329-9000	106
,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,		0_0 0000	Reeves
BELLFIELD, Gwen - Child Fatality	481-3404		Center
BERTELSEN, Jennifer- Forensic Photography	698-9026		15
			Reeves
BROWN, Bonita - Child Fatality	481-3412		Center
			Reeves
BRYD, Toya - Child Fatality	481-3413		Center
BUDD, Carolyn - Medical Records	698-9054		217
CANNON-BEY, James - Mortuary	698-9030		18
CARTER, Jerode - Toxicology	698-9047		223
CHOPRA, Kiran - Toxicology	698-9051		223
COLEMAN, Michael - IT Specialist	698-9060	329-9028	108
COLLINS , Rosa - Customer Service RepBilingual	698-9068		
COLVIN, Sarah - Medical Examiner	698-9083	329-9014	136
COUPER, Fiona - Chief Toxicologist	698-9004	329-9004	200
COMMUNICATIONS	698-9090		106
COMMUNICATIONS	698-9091		106
COMMUNICATIONS	698-9092		106
COMMUNICATIONS	698-9093		106
COMMUNICATIONS	698-9094		106
COMMUNICATIONS	698-9095		106
CHILD FATALITY CONFERENCE ROOM	481-3420		
CONFERENCE ROOM	698-9067	105.000	115
CRAWFORD, Ray- MPD	698-9019	465-6983	145
DAVENPORT, Terencia	698-9013	329-9030	145

FAMILY ROOM #1	698-9063		
FAMILY ROOM #2	698-9064		
FAX - ADMIN	698-9102		
FAX - Child Fatality	481-3426		
FAX - CHIEF MED EXAMINER	698-9101		
FAX - COMMUNICATIONS	698-9100		
FAX - HOTLINE	698-9109		
FAX - INVESTIGATIONS	698-9103		
FAX - LEGAL	698-9105		
FAX - MEDICAL RECORDS	698-9106		
FAX - POLICE	698-9108		
FAX - TOXICOLOGY	698-9104		
FIELDS, Beverly - Administration	698-9006	329-9006	128
FIELDS, Leigh - Investigation	698-9021	329-9021	145
FRIPP, Savern - Staff Assistant	698-9009		128
FOGG, Peggy - Administration	698-9007	329-9007	127
FORENSIC PHOTOGRAPHY	698-9026		15
FRANCIS, Anna - Administration	698-9008	329-9008	126
GLYMPH, Karen - Medical Records	698-9057		217
GOSLINOSKI, Lois - Medical Examiner	698-9085	329-9012	131
,			Reeves
GRAVES, Karon - Child Fatality	481-3411		Center
HARRIS, ESTHER - Staff Assistant	698-9076		126
HENRY, Derrick - Mortuary	698-9030		18
HENSON, Helen - Communications	698-9000	329-9000	106
HIERS, Viola - Medical Records	698-9055	020 0000	217
HILL, Tammika - Communications Supervisor	698-9000 ext 93	821-7343	
HUI, Augustina - Forensic Toxicologist	698-9050	021 7040	211A
JAMISON, Cheree - Investigations	698-9015	329-9015	145
The sugations	030-3013	329-3013	Reeves
JAMES, Sharan - Child Fatality	481-3401		Center
JOHNSON, Bryan - Mortuary	698-9030		18
JOHNSON, Carolyn - Toxicology	698-9059		200
JOHNSON, Paulette -Communications	698-9000 ext 92	329-9000	106
JONES, Mark - Toxicology	698-9040	821-7345	211A
JONES, Rashid - Mortuary	698-9030	021-7343	18
JONES, Raymond - Maintenance Engineer	098-9030	329-9022	10
KITCHEN PHONE	673-9271	329-9022	
LASSITER, Jeff - Mortuary			18
	698-9030		
LASSITER, Kimberly - Mortuary LEWIS, Patricia Diane	698-9030		18
	698-9080	004 7040	140
Li, Maxine - Case Mgmt. System -OCTO	698-9075	821-7342	135
LYLES, Denise - Investigation	698-9018	329-9018	145
MACK, Michelle - Investigation	698-9003	329-9003	107
MAC WILLIAMS, Chris - MPD	698-9012	465-6984	145
MAIN AUTOPSY SUITE	698-9033		
MAIN AUTOPSY SUITE	698-9034		
MAIN AUTOPSY SUITE	698-9035		Doores
MARCHALL Barbara Child Estality	404 2400		Reeves
MARSHALL, Barbara - Child Fatality	481-3408	220 0000	Center
MARTIN, Kevin E Information Technology	698-9074	329-9020	200
MARTIN Tracia Child Fatality	404 0400		Reeves
MARTIN, Tracie - Child Fatality	481-3409		Center

MASON, Nikia - Administration	698-9081	329-9027	200
Medical Records	698-9111		217
MINTER, Penelope - Child Fatality	698-9098		219
MONTAGUE, Pam- MPD	698-9019	465-6984	145
MORTUARY OFFICE	698-9030		18
MORTUARY PHONE OUTSIDE OF OFFICE	698-9029		
NOLAN, James - Administration	698-9077	329-9026	133
ODOM, Regina - Medical Records	698-9056		217
PATTEN-RAYSOR, Yvonne - Transcription	698-9072		135
PETRASEK, Marybeth - Investigation	698-9016	329-9016	145
PIERRE-LOUIS, Marie - Chief Medical Examiner	698-9001		102
PUGH, Andrea - Communications	698-9000	329-9000	106
REINER-MASSEY, Theresa - Investigation	698-9017	329-9017	145
REVERCOMB, Carolyn- Medical Examiner	698-9082	329-9009	138
SECURITY - LOADING DOCK - Mobile Crime Unit	698-9066		
SECURITY - RECEPTION AREA	698-9069		
SKLEROV, Jason - Toxicology	698-9049		200
SMITH, Melinda - Communications	698-9000	329-9000	106
STAATS, Daryl - Budget Analyst PSJ Cluster	698-9002	329-9023	137
TABRON, Lisa - Communications	698-9000	329-9000	106
T.T.Y. Phone Number	698-3858		
Toxicology Lab	698-9043		
WATERS, Lawrence - Mortuary	698-9030		18
			Reeves
WELLS, Carolyn - Child Fatality	481-3410		Center
WENDT CENTER RECOVER PROJECT	698-9078		141
WILLIAMS, Albert- Medical Examiner	698-9084	329-9011	134
WILLIAMS, McKinley- MPD	698-9019	465-6983	145
WILLIAMS, Sharlene - General Counsel	698-9005	329-9005	125
WORRELL, Jed - MPD	698-9019		145
WRIGHT, Patricia - Transcription	698-9070		135
ZARWELL, Lucas - Toxicology	698-9041		200
OCME EMPLOYEE PHONE NUMBERS			
ARE FOR INTERNAL USE ONLY. THE			
NUMBERS SHOULD NOT BE PROVIDED			
TO THE PUBLIC OR NON-OCME			
EMPLOYEES.			

SECURITY



DISTRICT OF COLUMBIA OFFICE OF THE CHIEF MEDICAL EXAMINER 1910 MASSACHUSETTS AVENUE, S.E., Bldg. 27

WASHINGTON, D.C. 20003

OCME POLICY

SECURITY

I. Identification

The OCME is a 100% ID check facility for all OCME employees and visitors. OCME employees shall be issued a Photo ID card by the District of Columbia Government and the ID card must be worn and visible when employees are in the building. The ID card includes the employee's name, a portion of his/her social security number, job title, office code, date issued, expiration date and current photo.

OCME employees shall present the ID card and sign-in/out at the main entrance security desk upon entering and exiting the building.

II. Access Card

An Access Card is assigned to each employee and is programmed to grant access to various areas within the building. This card allows records to be kept concerning the times and dates of access for each employee and is a security measure. Because the access cards are assigned to specific employees, employees should only use the card provided them to access various areas of the facility. Access cards must not be switched between employees or provided to other employees for use. An employee is accountable for movement throughout the facility that is recorded on the card assigned them, even if it was used by another person. If an access card is misplaced, the employee must immediately report the matter to the Management Services Officer.

III. 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 not be left or propped open for periods of time. Employees should ensure that all secured doors close securely when entering or exiting.

It is critical that all employees adhere to this policy for their own security, as well as that of their colleagues. When a door is left or propped open for an extended period of time, an offsite alarm is triggered and Protective Services Division alerted and officers are sent to the facility to investigate.

If a door must be propped open for an extended period of time, an employee must notify the Security Officer on duty at OCME. The employee must provide the time period the door will remain open.

IV. Visitors

Employees are required to follow all security procedures when working with customers, the general public or when expecting visitors. A visitor is considered to be any individual that is not employed by OCME.

Upon entering and exiting the building, all visitors shall sign-in/out at the receptionist desk located at the main entrance. Identification must be provided. Visitors shall list their names, affiliation and destination within the building, arrival time and departure time. Visitors shall be provided an identification badge and are required to wear them at all times while in the facility.

All OCME employees who have visitors shall be notified by the receptionist and they or their designee shall come to the reception area to greet the visitor and escort them to the appropriate destination in the building. An OCME supervisor who has volunteers or groups working or visiting the agency shall be responsible for informing the security officer as to the dates and times the visitors will be expected in the building. All tours of OCME shall be approved by the Chief Medical Examiner or Chief of Staff. Anyone conducting unauthorized tours is subject to disciplinary action.

At no time shall any visitor proceed through the building unaccompanied. Personnel should not open locked doors for visitors unless authorized. Visitors, including Funeral Directors and law enforcement personnel, must wait in designated areas or in 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 employee escort must direct them to the front lobby security desk and inform the Management Services Officer and/or Chief of Staff. Should the person(s) refuse to comply, employees must immediately notify the security officer on duty, Chief of Staff or Management Services Officer.

Visitors to the OCME are limited to individuals conducting official business. Visits for the purpose of decedent identification are limited to three persons per decedent at one time within the facility. Due to the nature of business conducted at OCME, persons under 18 years of age are not allowed on the premises. Under no circumstances will visitors be allowed 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.

PUBLIC RELATIONS



DISTRICT OF COLUMBIA OFFICE OF THE CHIEF MEDICAL EXAMINER 1910 MASSACHUSETTS AVENUE, S.E., Bldg. 27 WASHINGTON, D.C. 20003

OCME POLICY

Public Relations

OCME public relations is handled through the Public Information Officer, which is the official public information arm of the agency. Public relations inquiries concerning any death, autopsy or related findings must be referred to the Chief Medical Examiner (CME), Chief of Staff or Public Information Officer (PIO). Inquiries regarding information or records related to medical examiner cases or fatality review cases are handled according to the agency Recordkeeping and Retention Policy. Outlined in the OCME policies and procedures manual.

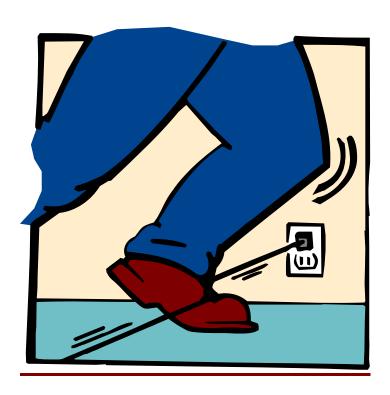
The Public Information Officer (PIO) responds to all media-related (i.e., news, radio, television, print, Internet) inquiries and such inquiries should be immediately referred to the PIO, or Chief of Staff attention. If the PIO or Chief of Staff is unavailable, the inquiries should be referred to the Chief Medical Examiner. The CME, Chief of Staff or the PIO are the only employees authorized to interact with the media in responding to inquiries. Only the cause and manner of death are provided to media on any medical examiner case.

Any inquiries from next of kin/family members, media and/or legal agencies/representatives concerning any death, autopsy or related findings must be referred to the appropriate administrator, Investigator or Medical Examiner who has been assigned to the case. Any inquiries regarding Fatality Review Committees or Boards are forwarded to the Fatality Review Unit.

Freedom Of Information Act (FOIA) requests are forward to the FOIA Officer.

All Public Relations personnel described above must follow District Customer Service Standards in responding to inquiries.

OFFICE SAFETY



OFFICE SAFETY

To avoid the possibility of an on-the-job injury, employees are encouraged to keep work stations and offices clean, and obstruction-free at all times. Excess stacks of paper and boxes should not be stored on the floor, or around the desk.

Trash cans should be emptied daily. Offices should be vacuumed and dusted at least once a week. If your office or work area has not been vacuumed recently, contact the Management Services Officer (698-9007) and arrange for a special cleaning.

There is no health clinic or attending nurse in this building. If an accident should happen, notify your supervisor immediately and follow up with completing an *incident form* (Sample of an incident form on next page) and turn the form into your supervisor. In an emergency, dial 911 for medical assistance. For your convenience, a first-aid kit and a supply of bandages are maintained in the Investigations Unit, and other offices.

Employees are encouraged not to share medications. If you are susceptible to having headaches or minor aches and pains, please bring you own supply of medications.

If you should become locked in an elevator – pick up the phone and report the elevator number and location in a clear, calm voice.

If there are questions or concerns regarding office safety, please contact the Agency's Risk Management Representative.

~Please see attached form for more information~

ACTEC Universal Form	MPLOYE	YEE A	CCID EPORT C	ENT OF INJUR	REPORY OR ILLNES	RT	ACTEC REPORT # OSHA CASE/FILE #
EMPLOYER (NAME & MAILING ADDRESS)			CARRIER	CLAIM NUM	BER		DO NOT WRITE IN SPACE BELOW
(AGENCY'S NAME)		JURISDIC	TION CLAIM	NUMBER FILE S	STATE	BELOW	
		00171011 0005	EMPLOYE	R'S LOCATI	ON ADDRESS		-
COUNTY:		OCATION CODE					
INDIVIDUAL PARTNERSHIP C	ORPORATION	SIC CODE U	NEMPLOY.		PH	ONE NUMBER (A/C,NO.,EXT.	.)
OTHER:		F	I.D. NO.	.:			
NATURE OF BUSINESS		SPECIFIC PR	RODUCTS			# EMPLOYEES	
NSURANCE							
CARRIER (NAME, ADDRESS, & PHONE NO.)			POLICYIS	SELF-INSURI	ED NUMBER		
			POLICY F	PERIOD	70		
			CHECK	F APPROPRI	ATE SELF-IN	SURED STATE FUND	
EMPLOYEE NAME (LAST, FIRST, MIDDLE)			PHO	NE NO.	SSN	EMPLOYEE NO.	
ADDRESS		DATE OF BIF	RTH	MARITAL	STATUS	# DEPENDENTS	
						# OTHER DEPEND.	
COUNTY		OFFICER/PA		SEX	MALE		
COUNTY: REGULAR DEPT OR DIVISION	10	ATE HIRED	NO		FEMALE		
REGULAR DEPT OR DIVISION		ATE HIRED	SI	ATE WHERE	HIKED		
OCCUPATION	H	DW LONG AT CUR	RENT JOB		CERTIFICATE NUI	MBER (IF UNDER 18)	
WAGE INFORMATION							
RATE					LOST TIME		
PER: DATE RETURN(ED) TO WORK	ELBI DAVE	OR DAY OF INJURY	,		DID SALARY CON	NO UNKNOWN	
DATE RETORN(ED) TO WORK	YES		NO		YES	NO NO	
AVERAGE WAGE/WEEK	DOES EMPL	OYEE RECEIVE PA	Y IN KIND?		AVERAGE HOURS	S WORKED PER DAY:	
AT TIME OF INJURY	□ NO		YES		AVERAGE DAYS	WORKED PER WEEK:	
OCCURRENCE PLACE OF ACCIDENT OR OCCURRENCE	Leon	INTY OF INJURY	DATE OF	INJURY/ILL	TIME OF OCCURREN	NCE TIME WORKDAY BEGAN	
PLACE OF ACCIDENT ON OCCURRENCE	COU	INTY OF INJURY	DATEOFI	INJURTALL	MAM [
	LAST	WORKDATE	DATE EMP	P'R NOTF'D	INDIVIDUAL NOTIFIE		
EMPLOYER'S PREMISES?							
DESCRIBE NATURE OF INJURY OR ILLNE	SS IN DETAIL						
TYPE AGENCY			NATURE BODY PART				
ICD-9 DESCRIBE EMPLOYEE'S ACTIVITIES WHE	N INJURY OCC	URRED WITH DETA	AILS OF HOW	V EVENT OC	CURRED	MISC. INFO	
IF FATAL, GIVE DATE OF DEATH		SAFEGUARDS OR Y EQUIP. PROVIDE	The same of the sa	YES NO	WERE THEY USED?	YES NO	
PHYSICIAN (NAME & ADDRESS)			HOSPITALE OUT-PATIE EMERGENCE ROOM IN-HOUSE/ FIRST AI NO TREATI	NT CY DD	PITAL (NAME & ADDA	RESS)	
WITNESSES							
DATE AND TIME REPORTED REI	PORTED BY				PHO	ONE NUMBER	
(c) 2000 ActecSystems Inc (a Seriec Com-	namy						WC-UNIV (9

SUPPLIES- EQUIPMENT/ REMOVING PROPERTY FROM THE BUILDING



SUPPLIES – EQUIPMENT/ REMOVING PROPERTY

A. Supplies/Equipment

The Management Service Officer or Chief of Staff shall be notified of supply/equipment deliveries. Additional supplies and equipment are secured in designated supply areas. Employees shall contact the Management Service Officer when in need of supplies/equipment.

Employees, who remove supplies or equipment for their personal use or sale, are subject to dismissal and criminal prosecution.

B. Removing Property from the Building

Persons wishing to remove property from the OCME i.e., equipment (small or large), furniture, instruments or supplies must complete a District Government Property Pass. A "District Government Property Pass" must accompany any property being removed from the building. Persons bringing personally owned equipment into the building, must also complete a Property Pass.

The pass should include:

- Make, model, serial number, and brief description of property.
- Type of property (personal or government)
- How the property will be transported from the building, via personal transport, by government vehicle, or by vendor.
- The destination, including the address and whether the location is private, government, or corporate.
- The signature of the agency director or designee(s) should be affixed to the pass.

Prior to the removal of property from the building a copy of the property pass should be signed by the Management Service Officer, or Chief of Staff. The original should be given to the Security Officer. Security will not allow the removal of any property without an approved property pass. Otherwise it is considered theft.

[~] Please see attached property pass for more information~

District Government Prope	erty Pass
This pass is be used whenever property is removed from this building. It must be properly fill Security Officer when leaving the building.	lled in and handed to the Protective Services Police or
1. Name:	2. Building:
3. Description of property being removed:	
4. Property belongs to:	5. Department or Agency:
6. Person authorizing removal of property: (Management Service Officer or Chief of Staff)	7. Title:
Signature:Print:	
8. Signature of Officer: STEALING PROPERTY and/or RECEIVING PROPERTY STOLEN FROM THE DIS	
a fine not exceed \$5000 or imprisonment not exceeding 5 years, or both DC CODES 22-	400 & 44-407

93-0163 Prop Pass 9/18/92

IT POLICIES & EQUIPMENT USAGE



DISTRICT OF COLUMBIA OFFICE OF THE CHIEF MEDICAL EXAMINER 1910 MASSACHUSETTS AVENUE, S.E., Bldg. 27

WASHINGTON, D.C. 20003

OCME POLICY

IT POLICIES & EQUIPMENT USAGE

The following policies apply to all OCME employees that are provided IT and other equipment (i.e., computer systems, laptops, desk phones, cell phones and radios). All equipment issued to OCME employees is the property of the District of Columbia government and are provided to employees for their use in conducting 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 child care arrangements;
- Communications with doctors, hospital staff, or day care providers;
- Communications to determine the safety of family or household members particularly in an emergency;
- Communications to make funeral arrangements; and
- Communications to arrange emergency repairs to vehicles or residences.
- Communications to reach businesses or Government agencies that can only be contacted during work hours; and
- 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, up to and including termination.

A. COMPUTER SYSTEMS

The provision of computer systems to OCME employees is at the discretion of management and is dependant upon employees' job functions. Accordingly, while the majority of computer system usage is expected to be for official business purposes only, reasonable and minimal, incidental use for personal business is acceptable, as long

Prohibited Uses:

- Any purpose which violates a DC government law, code or 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 which 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 clearly 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 in the event they have to be away from their place of duty for an extended period of time or require performance of work at another site (i.e., home, another office).

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

Employees that are issued laptops must agree in writing ("Term Agreement") to follow the laptop policy. This agreement is kept in the employee's personal agency file while the laptop is in the employee's possession. Employees must government issued laptops phones and any attachments provided when they leave employment at 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 and/or unapproved connections will be considered to be a security breach to the DCWAN, and will be disconnected immediately pending a vulnerability review by the District of Columbia Information Security Program.

B. EMAIL USAGE

Email is an efficient and timely communications tool that is provided by the DC Government to its employees, contractors, and volunteers to assist them in supporting DC government functions and conducting the government's business within its own organization, with government and private business partners, and with the public. Appropriate use of the DC Government email system can enhance productivity and intragovernmental communication, but inappropriate use can conflict with DC government policies and compromise availability of the system for all. 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.

This Email policy applies to:

- All electronic mail systems and services provided or owned by the DC Government.
- Transactional information associated with email records (such as email headers, summaries, addresses, and addressees) as well as 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.

Principles:

- All DC Government email records in the possession of any DC Government email users.
- 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
 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 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 communication, 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 consent of the sender. Therefore, senders and receivers of email can have no expectation of privacy with respect to 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.

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 defined above.
- Users must change passwords with regular frequency, in accordance with applicable agency and OCTO standards and recommendations.

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 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 interagency 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, in 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 operation of computing facilities or electronic mail services,
 - Burden the DC Government with noticeable incremental cost, 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") in an effort 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)
- 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 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 an approved encryption mode and/or 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 which must be protected from unauthorized disclosure.
 - Sensitive (e.g., confidential) messages must be clearly 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.

Violations of District email policy will result in:

- Upon notice to the violator, disabling of his/her email account for a period of time 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 to be broadcasting a virus or otherwise placing the email system in jeopardy, disabling the account without notice to the violator, with reinstatement as described above
- Other corrective action in the discretion of the violator's agency Director

Statutory Authority:

DC Official Code § 1-1403.

Disclosure 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

General:

The Internet can and should be used to help DC government serve the people in an efficient and effective manner. With such use, however, comes responsibility, and each DC agency and employee is responsible for safeguarding the public trust. Each DC government agency is, therefore, responsible for control of information provided via the Internet or accessed by DC government employees over the Internet in a disciplined, managed, and consistent manner. All DC government policies relating to intellectual property protection, privacy, misuse of government resources, sexual harassment, data security, and confidentiality apply to employee conduct on the Internet.

Users shall prevent the introduction of computer viruses into DC government systems. Users must have virus-scanning software to check any software or documents downloaded from the Internet.

The following DC government users are covered by this policy:

- 1. Full or part-time employees
- 2. Contractors who are authorized to use DC government-owned equipment or facilities
- 3. Volunteers who are authorized use of DC government resources to access the Internet
- 4. All users of the DC government IT resources

Principles for Use:

Employee access to the Internet through established DC government facilities is offered as a tool for meeting the programmatic needs of DC government agencies. DC government-provided Internet access is therefore considered to be DC government property. All DC government Internet users are expressly prohibited from using DC government-provided Internet access for personal and/or non-DC government business. Do not visit websites that contain non-business related, discriminatory, pornographic, bandwidth-consuming, or harassing material.

Allowable Uses:

- Communication and information exchange directly related to the mission, charter, or work tasks of a DC government agency
- Communication and information exchange for professional development, to maintain currency of training or education, or to discuss issues related to the Internet user's DC government activities
- Administration or applications for contracts or grants for DC government programs or research
- Advisory capacity, standards, research, analysis, and professional society activities related to the user's governmental work tasks and duties
- Announcement of DC government laws, procedures, policies, rules, services, programs, information, or activities
- Other governmental administrative communications not requiring a high level of security

Prohibited Uses:

- Any purpose which violates a federal or DC government law, code or policy, standard, or procedure
- Any purposes not directly related to the mission, charter or work tasks of a DC government agency
- Private business, including commercial advertising
- Access to and/or distribution of:
 - Indecent or obscene material
 - Child pornography
 - Fraudulent information
 - Harassing material
 - Racial information
- Interference with or disruption of the network and/or associated users, services, or equipment
- Any activity with religious or political purposes
- Religious or political activity
- Any unauthorized purchases

Virus Prevention

- Don't download unknown applications
- Downloads from Yahoo, Hotmail, etc. are #1 virus source
- Don't open unknown attachments (e.g., "Anna Kournikova")
- Don't open/download anything from unknown senders/sources (e.g., "Hi", "I Love You")
- Agencies must install and maintain virus scanning software

Statutory Authority:

DC Law 12-175, Act 12-239.

D. CELL PHONE

The dissemination of laptop computer systems 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/or, at the discretion of the agency, unused annual (not sick) leave. The agency will periodically audit and collect reimbursements for over-plan use as a result of 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.

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

Upon distribution of the cell phone, the employee must agree in writing to follow OCME's cell phone policy. Employees must return cell phones and any cell phone attachments provided when they leave employment at 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.) in the event they have to be away from their place of duty for an extended period of time or in the event of an emergency incident.

If a wireless device is lost or damaged, or if technical problems are encountered, IT Support and/or the Management Services Officer must be contacted immediately. In the event 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 distribution of 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 employment at 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 are the property of the District of Columbia government and are 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, it will be the responsibility of the owner to pay for any replacement costs.

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



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

1910 Massachusetts Ave., S.E., Bldg. 27 Washington, D.C. 20003

202-698-9000 (Office) 202-698-9101 (Fax)

EMPLOYEE EXIT/RETURN OF PROPERTY FORM

This certifies that, on, returned to)
OCME personnel the items listed below belonging to the District of Columbia, has	
reviewed the appropriate work product with OCME personnel and provided the	
appropriate passwords:	
wpp-op pass nortes.	
District Identification Badge	
District fuchtification Bauge	
Security Access Card	
Security Access Card	
Cell Phone (Password)	
0.00	
Office and Facility Keys	
Parking Pass	
Equipment (camera, two-way radio, police pager etc.)	
Computer/Laptop (Password)	
Desk Phone (Password)	
Desk I none (rassword)	
OCME Clothing (i.e., jacket, sweaters, uniform, medical scrubs etc.)	
Octobe Clothing (i.e., jacket, sweaters, uniform, medical scrubs etc.)	
OCME Shield	
OCME Shield	
OCMED	
OCME Resource Materials (books, supplies, other miscellaneous items etc.)	
Medical Equipment (microscope, dictaphone etc.)	
Work Product (i.e., medical or other files/records, slides or other work-	
related documents and materials)	
Employee acknowledges, in accordance with District of Columbia Government	
Policy, that all District of Columbia property must be returned and has returned all	l
such property, including all work products, to the facility and certifies that they are	
not in employees' possession as of the dates above.	
rest and the second sec	
Employee Dat	e
Employee Bate Forwarding Address/Number	•
I of warding Additess/Indinoct	

 OCME Representative	Date

DISCLOSURE OF CONFIDENTIAL INFORMATION



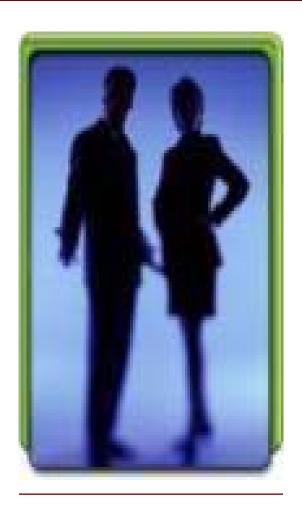
DISCLOSURE OF CONFIDENTIAL INFORMATION

The Office of the Chief Medical Examiner (OCME) is an office of the District of Columbia Government that processes information and data and prepares official documents, which must be held confidential. Use of OCME data is limited exclusively to those purposes authorized by the OCME. Any information regarding investigations is not to be discussed outside the agency. Information is available to other law enforcement agencies upon proper authentication. Moreover, confidential information that is no longer needed should not be discarded in trash bins but should be shredded accordingly.

All employees are required to maintain a standard of confidentiality according to the District of Columbia Personnel Manual, as follows:

"Whoever, being an officer or employee of the United States or of any department or agency thereof, ... publishes, divulges, discloses, or makes known in any manner or to any extent not authorized by law any information coming to him in the course of his employment or official duties or by reason of any examination or investigation made by, or return, report or record made to or filed with, such department or agency or officer or employee thereof, which information concerns or relates to the trade secrets, processes, operations, style of work, or apparatus, or to the identity, confidential statistical data, amount or source of any income, profits, losses, or expenditures of any person, firm, partnership, corporation, or association; or permits any income return or copy thereof or any book containing any abstract or particulars thereof to be seen or examined by any person except as provided by law; shall be fined under this title, or imprisoned not more than one year, or both; and shall be removed from office or employment." District of Columbia Personnel Manual, Chapter 18. Employee Conduct, Appendix A.

NOTICE OF NON-DISCRIMINATION



NOTICE OF NON DISCRIMINATION

The U.S. Equal Employment Opportunity Commission ("EEOC") is responsible for eliminating discrimination at the workplace. The nation's federal employment discrimination laws ensure that anyone working in this country be treated fairly and justly under the laws, and be afforded appropriate protection and redress should an employer violate these laws. The laws enforced by the EEOC serve to deter unlawful discrimination by employers.

If you believe that you have been discriminated against because of your race, sex, age, physical or mental disability, or that you are not receiving equal pay for equal work, please contact OCME's General Counsel, who is the designated EEOC Officer and Americans With Disabilities Compliance Officer. Otherwise, you may take your complaint directly to the U.S. EEOC or the D.C. Office of Human Rights.

Sharlene Williams

General Counsel

EEOC Officer/Americans With Disabilities Compliance Officer

Office of the Chief Medical Examiner

1910 Massachusetts Avenue, SE, Building #27

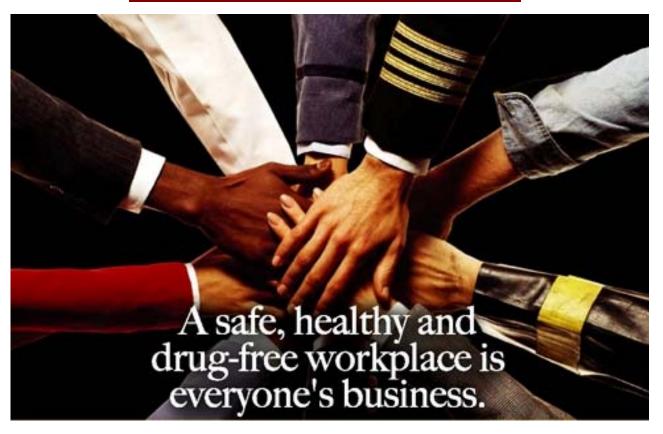
Washington, DC 20003

sharlene.williams@dc.gov

Phone:(202) 698-9005

Fax: (202) 698-9005

DRUG FREE - WORKPLACE



Thanks for making it yours.

DISTRICT OF COLUMBIA OFFICE OF THE CHIEF MEDICAL EXAMINER

1910 MASSACHUSETTS AVENUE, S.E., Bldg. 27 WASHINGTON, D.C. 20003

OCME POLICY

EMPLOYEE NOTIFICATION Drug Free Workplace

I. Policy

It is the policy of the District of Columbia government to provide a drug free workplace and for all employees to abide by this policy. Accordingly, an employee of the District of Columbia government is prohibited from engaging in the unlawful manufacture, distribution, dispensing, possession, or use of a controlled substance in the workplace. Violations of this or other prohibitions on drug use by District employees may result in disciplinary action up to and including removal, consistent with the provisions of Chapter 16 of the D.C. personnel regulations.

II. Drug Free Workplace Awareness Program

The use and/ or possession of illicit drugs by the District employees in the workplace impairs the government's ability to carry out its mission, and poses substantial danger to employees, clients and the public.

Drug use can cause drowsiness; loss of concentration, memory and judgment; emotional and physical outburst; distortion of reality; poor coordination and slow reaction time; and interference with the senses. Those who use and/or possess drugs put themselves and those around them in danger of arrest and conviction for drug-related crimes.

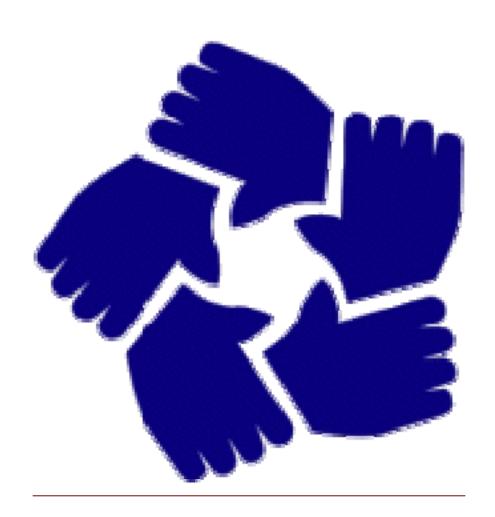
The District values its employees, and urges all individuals with substance abuse problems to seek counseling and rehabilitation. Many insurance plans provide drug counseling and rehabilitation services. Assistance may also be obtained from public and private programs and community-based groups in the Washington area. Employees and supervisors seeking assistance should telephone the Employee Assistance Program at (202) 727-6740.

III. Notification

- A. This is to notify you that: you are, as a result of your performance of work under a grant, covered by the conviction notification requirements of the Drug Free Workplace Act of 1988, P.L. 100-690, 102 Stat. 4304 (1988).
- B. If you are covered by the conviction notification requirements of the Drug Free Workplace Act of 1988 (see III.A above), you are, as a condition of employment required to notify your immediate supervisor, in writing, no late than five days after conviction of or a plea of guilty to a violation of any criminal drug statue occurring in the workplace.

Acknowledgment of Receipt		
Issued By	Date	
Employee Signature	Date	
Witness	Date	

ALCOHOL FREE - WORKPLACE



DISTRICT OF COLUMBIA OFFICE OF THE CHIEF MEDICAL EXAMINER

1910 MASSACHUSETTS AVENUE, S.E., Bldg. 27 WASHINGTON, D.C. 20003

OCME POLICY

EMPLOYEE NOTIFICATION Alcohol Free Workplace

I. Purpose

The objective of this policy is to develop an alcohol- free workplace which will help ensure a safe and productive workplace and to provide education and treatment to our employees. In order to further this objective, the following rules regarding alcohol in the workplace has 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 as long as the employee cooperates. The Employee Assistance Program (EAP) will be made 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 employees of the Office of the Chief Medical Examiner regardless of rank or position and includes temporary and/or part- time employees.

III. <u>Definitions</u>

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 change 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/or 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 cannibis in all forms.

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

DISTRICT OF COLUMBIA OFFICE OF THE CHIEF MEDICAL EXAMINER 1910 MASSACHUSETTS AVENUE, S.E., Bldg. 27

WASHINGTON, D.C. 20003

OCME POLICY

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 which 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 in an 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)

Please see the Section 6 on the Employee Handbook

ETHICAL CONDUCT



ETHICAL CONDUCT

In accordance with DPM Manual, Chapter 18, Section 1800 employees of the OCME shall at all times maintain a high level of ethical conduct in connection with the performance of official duties, and shall refrain from taking, ordering, or participating in any official action which would adversely affect the confidence of the public in the integrity of the District Government.

Employees shall maintain an unusually high standard of honesty, integrity, impartiality, and conduct to assure the proper performance of the government business and the maintenance of confidence by citizens in their government. The avoidance of misconduct and conflicts of interest on the part of employees is indispensable to the maintenance of these standards.

As stated in section 1803, OCME employee shall avoid action, whether or not specifically prohibited, which might result in, or create the appearance of the following:

- (a) Using public office for private gain;
- (b) Giving preferential treatment to any person;
- (c) Impeding government efficiency or economy;
- (d)Losing complete independence or impartiality;
- (e) Making a government decision outside official channels; or
- (f) Affecting adversely the confidence of the public in the integrity of government.

Employees should review DPM, Chapter 18, which outlines appropriate ethical conduct. Violations of this section impose a maximum penalty of removal from the District service.

EMPLOYEE ASSISTANCE PROGRAM



EMPLOYEE ASSISTANCE PROGRAM

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 his or her work performance or conduct on the job shall be encouraged to voluntarily seek assistance to resolve the problems.

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

Participation in the EAP shall not preclude the taking of a 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.

Any employee, 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 on the basis of self-referral or agency referral.

Up to two (2) hours of administrative leave may be granted to an employee to attend his or her initial EAP appointment.

The services of the EAP shall be provided through contracted health care service 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 session is not covered by the employee's health insurance carrier.

Unless a separate program is established pursuant to 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.

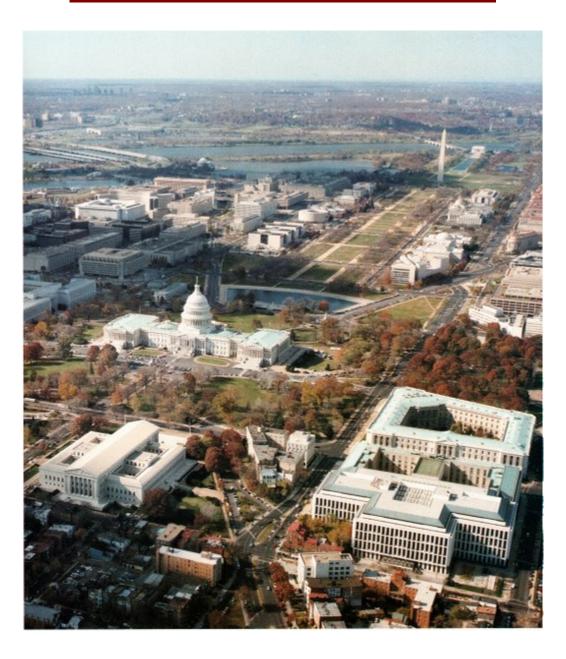
The Director, D.C. Office of Personnel, may enter into a written agreement with other personnel authorities to provide EAP services.

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.

[~] Please see attached pamphlet for more information ~

OCME MASS FATALITY PLAN



OCME Mass Fatality Plan (Activation, Implementation and Evaluation)

Notification Phase

- OCME or CME notified of Mass Fatality incident

- Commence phone notification (notify OCME Evaluation Team first)



Activate OCME Evaluation Team

- CME, Dep. CME, Chief of Staff, Dir. Investigations, Chief Toxicologist, IT Personnel, Lead Technician(s), Management Services Officer, & General Counsel
- Assemble in OCME conference room to assess the incident
- CME will activate OCME Mass Fatality Plan, and all OCME employees will be notified



Report to Emergency Operations Center (EOC) and Incident Command Center (ICC)

- Emergency Liaison Officer (ELO) #1 (Chief of Staff) reports to EOC and acts as the primary Media liaison (PIO) [Alternative = General Counsel]
- ELO #2 (Chief Toxicologist) reports to ICC [Alternative = Deputy Chief Toxicologist]



Assemble Joint Agency Incident Evaluation Team

- OCME [e.g. ME, MLI, tech., evidence, etc] & MPD [e.g. mobile crime, detectives, etc] & FEMS [e.g. Hazmat]
 potentially others as specified by EOC or ICC [e.g. Capital/Park Police, FBI, neighboring CME's]
 - Assemble at or near the Incident Site(s) for Incident Evaluation Phase



Incident Evaluation Phase

- Evaluate # of incident sites; total # of remains; location and condition of remains (e.g. partial, contaminated); difficulty of remain recovery; initial evidence collection
- Evaluate other factors (e.g. weather, resources needed, etc)
- CME to call DMORT if deemed necessary



Plan Development & Implementation Phase

CME to inform ICC, EOC and OCME of above evaluation details and subsequent plan of operations
 Commence scene processing per guidelines outlined below in yellow



HAZMAT

*** If necessary, HAZMAT to decontaminate scene and remains

Establish Body Recovery Teams, and Temporary Morgue Site

- Each team to include ME, MLI, tech, evid pers, mobile crime (& DMORT and other agencies, as necessary)
- Commence initial examination, photos, tag remains & body bags, start chain-of-custody, collect time-critical evidence, & prepare remains for transportation to temporary or main Morgue



Designate Staff for Family Assistance Center, and Staff Assistance Center

 OCME Communications Unit, Medical Records, other administrative staff and Wendt Center staff to assist at Family Asst. Center
 Separate staff required to provide overall staff processing and wellbeing for all OCME personnel (to include outside professional help)

Determine Transportation & Storage

Assign remains to mortuary vehicles, batch-log loads, transport to Morgue Operations Center(s), continue chain-of-custody



Establish Primary Morgue Opeartions Center(s)

Decontaminate body bags, sort/triage, personal effects, evidence collection, identification (DNA, fingerprints, etc), autopsy/examination, and prepare for release. Photography, documentation and chain-of-custody throughout.

Post-Incident Evaluation



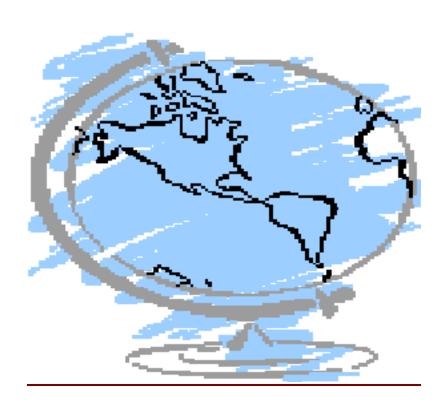
Final Disposition Phase

Family Assistance Center staff, Funeral Directors, etc (OCME to advise if cremation preferable or if embalming & burial is allowed)



Recovery of Normal Operations

DC OCME – PANDEMIC FLU POLICY FATALITY MANAGEMENT



DC OCME – PANDEMIC FLU POLICY FATALITY MANAGEMENT

The Office of the Chief Medical Examiner has authority to investigate "deaths related to disease which might constitute a threat to Public Health, or which results from employment." Any deaths due to pandemic flu are naturally occurring events and normally do not fall under the jurisdiction of the District of Columbia - Office of the Chief Medical Examiner (DC OCME).

The DC OCME will take jurisdiction only in a limited number of cases to establish the index case in specific scenarios, as described below:

- A death meets OCME criteria for an emerging infection of a bioagent and needs to be confirmed by culture of blood and tissues; this includes the first "native" cases of pandemic flu
- Illness and death in poultry workers where illness is suspected as flu (to confirm flu has been contracted from poultry)
- Any flu-like illness resulting in the death of a family member/companion of a poultry worker (to prove human to human transmission [worker should also be tested if not done so previously])
- A death of a traveler from elsewhere suspicious of carrying the flu or a citizen from DC who has traveled elsewhere and may have been exposed (i.e., China)
- The first diagnosed case in a hospital that needs documentation of virus in tissue

The DC OCME will take above cases to confirm the presences of pandemic flu in the District of Columbia, but once the pandemic flu has become established in the District of Columbia, the DC OCME will no longer accept cases unless the normal DC OCME jurisdictional criteria of sudden and unexpected or violent death are met.

The storage, and death certification of decedents during an established flu pandemic are the responsibility of the treating physicians and hospitals.

The Pandemic flu is a natural disease, and except for the scenarios described above, hospitals should follow their current procedures for handling natural deaths.

For questions, please don't hesitate to call the DC OCME at 202-698-9000.

Note:

The OCME Building Evacuation & BERT Protocol,
Emergency Response Plan, and the
Mass Fatality Plan
Are provided to each employee at hiring orientation and
when updated or revised.
The Employee Handbook includes a Mass Fatality Plan
Flowchart and the Pandemic Flu Policy.



Office of the Chief Medical Examiner

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