

# Government of the District of Columbia

## Office of the Chief Medical Examiner



2015 Employee Handbook



**Roger A. Mitchell, Jr., MD**  
*Chief Medical Examiner*



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## New Employee Processing & Orientation Checklist

Employee's Name:		Start Date:
Unit:		Supervisor:
<b>Pre- Orientation Processing</b>		
<b>Management Liaison Specialist</b>		
<input type="checkbox"/>	Office/Seating Assignment	Submit Employee Name to Chief of Staff and IT Unit
<input type="checkbox"/>	IT Resources	Submit Employee Name to IT Unit with Supervisor Instructions of IT Resources (i.e., FACTS, email, desktop, laptop, cellphone, Ipad, radio, VPN and other resources)
<input type="checkbox"/>	Uniform Ordering	Submit Employee Name and Associated Information to Administrative Program Analyst
<input type="checkbox"/>	Security Access Card	Submit Employee Name to Management Services Officer
<b>Orientation Processing</b>		
<b>Department of Human Resources (DCHR):</b>		
<input type="checkbox"/>	Orientation at DCHR	
<input type="checkbox"/>	Receipt of badge with instructions on usage and information on the security system	
<input type="checkbox"/>	Report to the Office of the Chief Medical Examiner (OCME)	
<b>Meet with Management Liaison Specialist (HR Advisor):</b>		
<input type="checkbox"/>	Receipt of "All About Your Position/Type of Appointment" Document	
<input type="checkbox"/>	Receipt of Employee Handbook and Incident Planning Materials (sign acknowledgement of receipt)	
<input type="checkbox"/>	Review of Compensation & Benefit Issues & Concerns	
<input type="checkbox"/>	Review of OCME Procedures for Time & Attendance/PeopleSoft System	
<input type="checkbox"/>	Review Training and Travel Procedures (i.e. how to request training and travel if needed etc.)	
<input type="checkbox"/>	Review OCME's Voicemail Scripts	
<input type="checkbox"/>	Tour facility	
<b>Meet with Management Services Officer:</b>		
<input type="checkbox"/>	Activation of Security Access Card	
<b>Meet with Supervisor:</b>		
<input type="checkbox"/>	Receipt and review of Position Description (sign acknowledgement of receipt)	
<input type="checkbox"/>	Receipt of Applicable OCME Standard Operating Procedures (sign acknowledgement of receipt)	
<input type="checkbox"/>	Review how to order office supplies	
<input type="checkbox"/>	Health & Safety Testing (Tuberculosis Testing, Respirator Fit Testing, Hepatitis Vaccination etc.)	
<b>Meet with IT Unit:</b>		
<input type="checkbox"/>	Receipt and review use of IT resources (i.e., FACTS, email, desktop, laptop, cellphone, Ipad, radio, VPN and other resources) (sign acknowledgement of receipt)	
<input type="checkbox"/>	Setup voicemail (if applicable) according to District Customer Service Standards	
<b>Meet with Fleet Coordinator, (if applicable):</b>		
<input type="checkbox"/>	Receipt of Vehicle Operations & Accountability Policy (sign acknowledgement of receipt)	
<input type="checkbox"/>	Receipt of Vehicle Operations & Accountability Policy (sign acknowledgement of receipt) Complete Vehicle Operator's Acknowledgement Form and Confidential Request for Motor Vehicles Records; and submit copy of Valid State Driver's License or CDL License	
<input type="checkbox"/>	Assignment of Parking Space and Associated Information (according to availability)	
<b>Meet with Forensic Photographer:</b>		
<input type="checkbox"/>	Obtain Agency Photograph	



# OCME Mission Statement



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

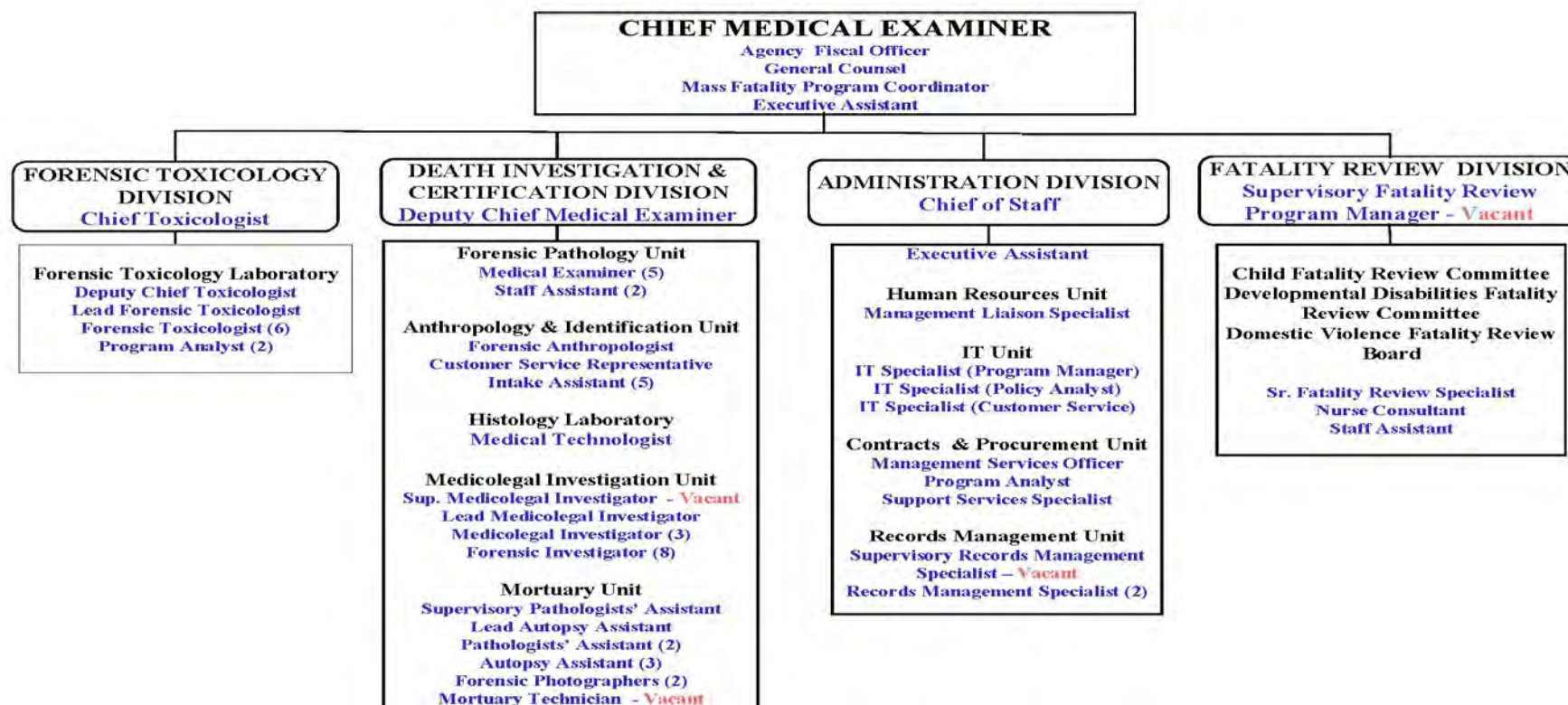
OCME provides forensic services to government agencies, health care providers and citizens in the Washington, D.C. metropolitan area to ensure that justice is served and to improve the health and safety of the public.



# OCME FY15 Organizational Chart



## OCME FY2015 ORGANIZATIONAL CHART





# OCME Divisions

## A. Office of the Chief & Administration Division

The Office of the Chief is responsible for oversight of the operational and programmatic functions of the OCME. The Office of Administration program provides administrative services and support to the staff of the OCME. These services include personnel management (timekeeping, training and educational development, and labor relations); contracting and procurement; risk, fleet, property and financial management; information technology and legal services; communications; and agency performance management.

- 1) **Executive:** The Executive Unit provides overall agency strategic planning, direction, leadership skills and management control of agency and staff activities to meet organizational mission, goals and objectives. Planning includes management of human and financial resources, as well as a performance management activity to provide agency performance reporting and evaluation services to the Mayor, Council, Congress and the general public assessing strategic goals and performance targets. Services include agency budgeting and performance planning, organizational development, writing and updating agency standard operating procedures, resource allocation, training and educational presentations, agency certification/accreditation processing.
- 2) **Human Resources** The Human Resources Unit provides personnel management support to agency management and staff to ensure a diverse workforce, employee performance management, appropriate job description, classification and compensation and employee relations. Services include: recruitment, new employee orientation, employee relations matters, employee appreciation, performance evaluation and planning, time and attendance/leave and pay administration, classification and compensation determinations, and management briefing and policy interpretation of District human resource procedure.
- 3) **Information Technology:** The Information Technology Unit provides network, telephone, and computer hardware and software support and information services to agency management and staff in order that they may use technology to produce, communicate, and manage day-to-day work processes in an efficient manner. Services include: computer installation, repair, upgrades and preventative maintenance; computer hardware/software support, programming, LAN maintenance, software licenses and upgrades, long range information systems planning, IT resource deployment and repair (i.e., telephone, radio, laptop, notepads, toughbooks ), Website hosting and management, and email account management.
- 4) **Contracts & Procurement:** The Contracts & Procurement Unit provides contracts management, purchasing, and technical assistance to agency management and staff so they can obtain the services and commodities needed within budget, on time and according to customer specifications. Services include: contract preparation, administration, monitoring and compliance, bid requests/recommendations, change

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- orders, technical assistance, purchase reports and management of District programmatic requirements (i.e., P-card, CSBE).
- 5) **Records Management** - The Records Management Unit provides maintenance and storage, retrieval and disposition of records per the District and agency records retention schedules and performs quality control and analysis of all agency records. Services include: records maintenance and storage, records inventory and quality control and analysis, provision of records to internal and external customers per request.
  - 6) **Legal Management**- The purpose of the Legal Services Unit provides legal advice, review, and support to the agency and staff to ensure that the services provided by the agency are consistent with District and federal laws, rules, and regulations. Services include: legal sufficiency reviews, statutory and regulatory interpretations, audits, claims reviews, legal opinions, provision of copies of laws and regulations, preparation of regulation drafts, contract reviews, consultations, research of opinions, advisory in employee relations matters with potential legal implications (i.e., disciplinary issues, terminations, grievances, arbitrations, employee appeals litigation) and serving as a liaison to the Office of the Attorney General (OAG).
  - 7) **Fatality Management**- The purpose of the Fatality Management activity is to prepare for the District's response during a mass fatality incident. The agency serves as the lead District agency for fatality management and coordinates with other organizations to ensure the proper recovery, handling, identification, transportation, tracking, storage, and disposal of human remains and personal effects; certify cause of death; and facilitate access to mental/ behavioral health services to the family members, responders, and survivors of an incident. Services include: emergency response resource planning mass fatality planning, continuity of operations planning, emergency fleet management, fatality management grants management, training and educational presentations, body transport and disposition planning, family assistance management, communications preparedness, as well as local, regional and federal stakeholder partnerships (i.e., mutual aid agreements).
  - 8) **Labor Management** - The purpose of the Labor Management activity is to assist in developing, implementing and administering citywide labor initiatives at the agency level. Services includes: labor management training and consultation, labor/management partnerships and meetings, collective bargaining, grievance and arbitration management and litigation.
  - 9) **Risk Management** - The purpose of the risk management activity is to provide risk mitigation strategies and services to the agency and staff to avoid risk exposure and reduce the likelihood of injury and related costs. Services include: risk assessments, risk mitigation plans, risk reduction policies, incident analyses, accident investigations, risk Mitigation plan audits, safety compliance, and legal claims management.
  - 10) **Fleet Management** - The purpose of the Fleet Management activity is to provide new and replacement vehicles and equipment services, requested repair services, preventive and preparatory equipment maintenance services, and fuel, lubricant, and parts services to the agency and other designated agencies so they can have the appropriate equipment/vehicles required to deliver timely and efficient services, can have safe, working vehicles in a timely manner, can have safe and reliable vehicles that are able to do the job, and can operate their



vehicles/equipment required to deliver timely and efficient services. Services include: preventive maintenance schedules, bid requests, motor pool cars, long-term vehicle leases, and vehicle rentals.

## B. Death Investigations & Certification Division

- 1) **Forensic Pathology** - The Forensic Pathology Unit performs postmortem examinations toward finding cause and manner of death. Services include: death certification; autopsy reporting; evidence collection; microscopic exams, consultation services (i.e., neuropathology, radiology, and odontology); court testimony, training and educational presentations, and residency rotations.
- 2) **Anthropology & Identification** - The purpose of the Anthropology & Identification Unit is to serve as the customer service arm in receipt of all public calls, process decedent identifications and process public dispositions (unclaimed decedents). The Unit includes a grief-counseling component providing assessment, intervention and referral services next of kin. Services include: customer services, death reporting and certification, decedent identification, public dispositions (unclaimed bodies), and customer inquiry consultations.
- 3) **Histology Laboratory** - The Histology Laboratory performs histologic technology or microscopic examination of prepared decedent tissue specimen in order to diagnose possible diseases to assist toward the determination of the cause and manner of death. Services include: testing of biological specimens, court testimony, training and educational presentations, research and consultations.
- 4) **Medicolegal Investigation** - The purpose of Forensic Investigations Unit is to perform death scene investigation, information and evidence gathering and medical interpretation services to the agency, law enforcement agencies, legal counsel and the community, as well as assist in the identification of decedents and the determination of the cause and manner of death. Services comprised by the activity include: initial death reporting, death scene investigations, investigation reporting, body identification reporting, cremation approvals, court testimony and training and educational presentations and internship programs.
- 5) **Mortuary** - The Mortuary Unit provides body transport and disposition, as well as autopsy support services to the agency, the funeral industry and the public. The Mortuary Unit also provides specified laboratory services in the preparation of specimens for internal and external consultation. Services include: body transports and disposition; body radiographs (x-rays), autopsy assistance, public dispositions (unclaimed bodies), court testimony, training and educational presentations.



## C. Forensic Toxicology Division

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

## D. Fatality Review Division

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

- 1) Child Fatality Review Committee (CFRC)**
- 2) Developmental Disability Fatality Review Committee (DDFRC)**
- 3) Domestic Violence Fatality Review Board (DVFRB)**



## Executive Staff



### ***Chief Medical Examiner, Roger A. Mitchell, Jr., M.D.***

Dr. Roger Mitchell Jr. is board certified in Anatomic and Forensic Pathology by the American Board of Pathology. He is a Fellow with the American Society of Clinical Pathology (ASCP) and the National Association of Medical Examiners (NAME). Dr. Mitchell sits on national subcommittees for NAME including Education & Planning and Strategic Planning.

He is a graduate of Howard University, Washington DC, and UMDNJ-New Jersey Medical School, Newark, NJ. Dr. Mitchell is licensed to practice medicine in New Jersey and Washington DC. He has performed over 1300 autopsy examinations in his career and has testified as an expert on numerous cases.

He began the study of forensic science and violence prevention as a Forensic Biologist for the Federal Bureau of Investigation (FBI) – DNA Unit in January 1997 at the FBI Headquarters Building.

Dr. Mitchell served 4 years as the Assistant Deputy Chief Medical Examiner, in charge of Medicolegal Death Investigations, at the Harris County Institute of Forensic Sciences prior to serving 2 years as the Regional Medical Examiner for the Northern Regional Medical Examiner Office in Newark, NJ. Dr. Mitchell has served in large cities such as New York City, Houston, and Newark, NJ.

Dr. Mitchell has great interest in violence as a public health issue. He believes the medical examiner serves a critical role in public health prevention initiatives and continues to be at the forefront of issues relating to Elder Abuse & Neglect and Youth Violence. He is recently published for his work on *“Forensic Markers Associated with a History of Elder Mistreatment and Self Neglect”* in the Academic Forensic Pathology journal.

He is also well versed in Mass Fatality Management and pledges his commitment to the preparedness of Washington DC.

Dr. Mitchell is no “new comer” to the District. In addition to receiving his undergraduate degree in biology from Howard University, Dr. Mitchell performed his pathology residency at George Washington University Hospital where he served as Chief Resident.

Dr. Roger A. Mitchell, Jr. is dedicated to the service of our community and is excited to serve our nation’s capital as its next Chief Medical Examiner.

He is married to a DC native and has three wonderful children.



## Executive Staff



### ***Deputy Chief Medical Examiner, Jan M. Gorniak, D.O.***

Dr. Jan Gorniak was born and raised in Bronx, NY. She graduated from Lake Erie College of Osteopathic Medicine in Erie, PA. After completing a traditional internship, Dr. Gorniak trained in anatomic pathology at University Hospitals of Cleveland and Forensic Pathology at the Cuyahoga County Coroner's Office in Cleveland, OH.

Dr. Gorniak is certified by the American Board of Pathology in anatomic and forensic pathology. She served as a Deputy Coroner/Forensic Pathologist for Franklin County, Ohio from July 2005 to January 2008. She is a member of the National Association of Medical Examiners, the International Association of Coroners and Medical Examiners, and the American Academy of Forensic Sciences. Dr. Gorniak is also a registered Medicolegal

death investigator through the American Board of Medicolegal Death Investigators.

In November of 2008, Dr. Gorniak was elected to the position of Franklin County Coroner, Columbus, Ohio. She was the county's first full-time forensic pathologist coroner. She was re-elected in November 2012, and served in that position until resigning in October 2014.

Dr. Gorniak is committed not only to death investigation, but to death prevention, especially in children and young adults. She has spoken out on teen suicide, heroin abuse, and infant mortality.

Dr. Gorniak is excited to work alongside Dr. Roger Mitchell and serve the residents of the District of Columbia.

She lives in D.C. and is married with two children and a grandson



## Executive Staff



### ***Chief of Staff, Beverly Fields, Esq.***

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 cum laude 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 over the span of 8 years worked her way up from a Legislative Assistant to Legislative Director and Chief of Staff. She worked for three members of Congress serving on Oversight and Government Reform; Science, Space and Technology; Transportation and Infrastructure; and the Education and Workforce Committees.

In 2004, Ms. Fields was hired 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

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.



## Executive Staff



### ***General Counsel, Mikelle DeVillier***

Mrs. Mikelle L. DeVillier, a native of Lafayette, La., received her B.A. degree from the University of Louisiana in 2001 and her Juris Doctorate from Loyola School of Law (New Orleans, La.) in 2004. She began her legal career in Benton County, Arkansas as a deputy prosecuting attorney. During her tenure as a deputy prosecuting attorney, she not only amassed the highest caseload in the prosecuting attorney's office at the time, but was also promoted from a misdemeanor prosecutor to a general felony prosecutor who specialized in crimes involving drugs and guns. In an effort to broaden her criminal expertise, Mrs. DeVillier took a new position as one of two full-time attorneys to pioneer the opening of a newly created Northwest Arkansas (NWA) Conflicts Office, the first of its kind in the state of Arkansas.

Mrs. DeVillier served in front of over eight (8) judges in six (6) counties covering the entire northwest Arkansas region. After serving five years in this position, Mrs. DeVillier endeavored once again to expand her legal experience outside of criminal law and outside the state of Arkansas. Upon her relocation to the D.C. metro area in 2010, she took a new position with Serco as a Senior Legal Analyst managing Federal Thrift Savings Plan contracts. In 2011, her exercises in legal compliance at Serco lead her to accept a position as the FOIA Officer for Executive Office of the Mayor for the District of Columbia and Special Assistant to the Director of the Office of Boards and Commissions ("OBC"). In 2012, she was promoted to Deputy Director of OBC.

In 2014, she recently accepted a position as General Counsel to the Office of the Chief Medical Examiner. In this capacity, her goal is to use her versatile legal experience to support the Office of the Chief Medical Examiner in carrying out its mission for the District of Columbia.



# Customer Service

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

## I. Customer Service Vision

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

In our effort to identify ways to continuously improve our processes, systems, and policies, the agency encourages and acts upon feedback and suggestions from both internal and external customers.

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

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

*All employees are directly responsible for delivering customer service commitments. To support employees, the agency:*

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

## III. Customer Service Standards for Telephone: 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 mandate is to staff the agency's main service number on a 24-hour basis, 7 days a week. Generally, individual employees are to answer phones, comply with voicemail standards and return calls within 24 hours.



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

## A. Main vs. Individual 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.

**The OCME's main number is 202-698-9000 and it is staffed on a 24-hour basis, 7 days a week.** An alternative cell-phone number (202-329-9000) is to be utilized in the event of emergencies to ensure that the main number is answered even when the main number is not available for use. When the alternative number must be utilized, a voicemail message must be generated on the main number to alert constituents to call the alternative number.

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

## B. Receiving and Returning Telephone Calls

- **Returning Telephone Calls** – Calls made to all numbers at every level of government should be returned within 24 hours of receipt or 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 or other employees within the agency or division).
  - 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, Answers Please, website address, and main agency numbers).



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

- Answer calls within 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

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

- No speakerphones
- No food or gum while talking with constituent
- No secondary conversations with individuals other than 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 Agency Greeting** – Based upon the requirement that all main numbers are staffed during business hours, the voicemail greeting for all main numbers should be an "after hours" greeting. This greeting should convey the following information:

- Agency/Department unit Hours of operation Options for 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.



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- C. Extended Absence Greeting** – Every employee who will be out of the office for more than two business days (annual/sick leave, training, and 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

The following policy outlines correspondence standards and formats to be implemented that shall set precise methods for the handling of correspondence for the OCME. Generally, written correspondence, as defined in the standard, is to be responded to, tracked, and effectively managed in a timely fashion.

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

**Purpose:** In order to ensure that the OCME is providing the highest level of customer service to each constituent or entity that contacts the government in writing, the agency will implement the following minimum standards for handling correspondence. *These standards have been developed to ensure that the agency 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 correspondence should be forwarded to the employee who has direct knowledge involvement or expertise in the matter.

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



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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
- Tracking information on employee to whom correspondence was forwarded for response
- Retrieval capability—keeping a record of original correspondence on file for document recall (i.e. scanned image, file copy)
- Reporting capability (i.e. volume, open/closed, status, categorize, and summarize)
- Recording specific action taken on correspondence in 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.

- 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 employee 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:

- 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;



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- 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/departments 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, division, 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):** District-wide 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. The OCME website management should be coordinated through the agency's Chief of Staff.

**EXEMPTIONS:** The following exemptions apply to this policy:

- Mayoral issuances (i.e. Mayor's Orders, Mayor's Memoranda, and Mayor's Administrative Instructions)
- Correspondence where laws govern responsiveness (e.g. claims and lawsuits)
- Matters in litigation or where legal rule may apply and govern responsiveness
- Documents or transaction-based correspondence where timeframes for response are established and 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**

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

### **B. 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.



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- All employees should be able to adequately and appropriately refer customers to information sources (i.e., the DC.Gov website and the Citywide Call Center: 311).

**C. Servicing Environment** - The servicing environment is any place customers can walk in to seek services from the government. Within the OCME, these entry points include the receptionist area where members of the general public must report. It is the responsibility of the Customer Service Representative to ensure that the following policies are adhered to.

### **Display Requirements**

- Adequate and appropriate signs must be displayed regarding OCME's visitor policies.

#### **The following message for OCME visitor should be posted:**

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

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

- Descriptions of 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.

### **D. 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.

### **E. Access to Services**

- The agency should be able to readily accommodate, assist or facilitate assistance for people who are non-English speakers.
- The agency 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.

**F. 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, the OCME is accountable for recognizing, appreciating, valuing and respecting the uniqueness of all individuals in performing our duties as employees and representatives of the government.

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

The following guidelines should be adhered to for customer service opportunities and encounters with people with limited English proficiency:

### **A. 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 the agency or other agencies, 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.



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- If the person is obviously having difficulty 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.

### B. Correspondence

- If you receive correspondence written in a language other than the language(s) that you are thoroughly familiar with, immediately refer to translation information/resources for assistance to identify the language and to facilitate drafting a response to the customer (For example, use Language Line, other translation services, bilingual employees of the agency or other agencies, etc.).
- Acknowledge and/or respond to all correspondence within 48 hours or two(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 the agency or other agencies 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



# You've Got Mail



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

**Remember:**  
Voicemail Messages Should be  
**Responded to Within**  
**24 Hours or the Next Business Day.**



## OCME Voicemail Script

### Personal Greeting Script

Hello, you have reached, \_\_\_\_ Your Name – Your Position \_\_\_\_, with the Office of the Chief Medical Examiner. I regret that I am unable to receive your call right now.

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

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

Thank you for calling and have a good day.

### Extended Absence Greeting Script

Please listen to this message as it has changed. You have reached, Your Name - Your Position \_\_\_\_, with the Office of the Chief Medical Examiner. I will be out of the office from \_\_\_\_\_ until \_\_\_\_\_.

I will return all calls when I return to the office on \_\_\_\_\_.

However, if you need immediate assistance, please call 202-698-9000 to reach The Communications Unit, and someone will be glad to assist you.

Thank you for calling and have a good day.



# Cisco Users Guide - Unified IP Phone 9971



## Cisco Unified IP Phone 9971 Users Guide

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

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

## 1 Dial

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

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

### Dial from Call History

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



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

### Redial the last number

Press the **Redial** softkey.

### Speed dial

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

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

## 2 Hang up

To end a call, replace the handset. Or:

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

## 3 Answer

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

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



### Call Waiting

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



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

### Multiple lines

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

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

All Calls uses your primary extension.

## 4 Mute

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

## 5 Divert

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

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

## 6 Forward All

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

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

## 7 Hold

1. Press the **Hold** button.

The hold icon displays and the session button pulses green.

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



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### 8 Do Not Disturb

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

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

### 9 Conference

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

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



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

#### "Conference in" a held call

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

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

The conference ends when all participants hang up.

#### View & remove conference participants

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

### 10 Transfer

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

### 11 Call History

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

The last 150 calls display:

- Missed calls
- Placed calls
- Received calls

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

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

#### View new missed calls

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

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

### 12 Directories

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

### 13 Shared Lines

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

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

#### Privacy & Barge

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

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

### 14 Voicemail

New message indicators:

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



#### Listen to messages

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

### 15 Tips

#### What are the buttons next to my screen?

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

#### How do I use the touchscreen?

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

#### How do I silence my ringing phone?

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

#### How do I change my ringtone?

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

#### What does the Back button do?

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

#### Cisco 9971 Interactive Demo

[http://www.cisco.com/en/US/prod/voicesw/ps6788/phones/ps10453/jp\\_phone\\_9971\\_3d\\_koon.htm](http://www.cisco.com/en/US/prod/voicesw/ps6788/phones/ps10453/jp_phone_9971_3d_koon.htm)



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



## 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 has specific hours of operation for decedent identification and for business conducted with funeral directors. *Decedent identification hours are between 10:00 am to 4:30 pm., Sunday through Saturday. Funeral directors are allowed access to the facility between 9:00 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 their supervisor. Some employees are required to work rotating shifts per their position description.



<b>Normal Business Hours:</b>	<b>8:30 am - 4:30 pm, Monday-Friday</b>
<b>Identification:</b>	<b>10:00 am - 4:00 pm, Sunday-Saturday</b>
<b>Funeral Directors:</b>	<b>8:00 am - 6:00 pm, Sunday-Saturday</b>



# Holiday Calendar

## DC Government 2015 Holiday Schedule

Thursday, January 1, 2015 <b>New Year's Day</b>
Monday, January 19, 2015 <b>Martin Luther King Jr. Day</b>
Monday, February 16, 2015 <b>Washington's Birthday</b>
Thursday, April 16, 2015 <b>DC Emancipation Day</b>
Monday, May 25, 2015 <b>Memorial Day</b>
Friday, July 3, 2015 <b>Independence Day*</b>
Monday, September 7, 2015 <b>Labor Day</b>
Monday, October 12, 2015 <b>Columbus Day</b>
Wednesday, November 11, 2015 <b>Veterans Day</b>
Thursday, November 26, 2015 <b>Thanksgiving Day</b>
Friday, December 25, 2015 <b>Christmas Day</b>

*\*Note: The legal public holiday for Independence Day is Saturday, July 4, 2015. By law, when the holiday falls on a Saturday, it is observed on the preceding Friday.*



## Lunch and Breaks



**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 (1<sup>st</sup> floor), 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 communications/ intake area for social gatherings or meetings, eating, drinking or smoking.



## Getting to Work



### Metro Stations close to your location

Location: 401 E Street Southwest, Washington, DC 20024, USA

	0.15 miles <u>Federal Center SW</u> - 401 3rd Street SW, Washington DC 20024
	0.26 miles <u>L'Enfant Plaza</u> - 600 Maryland Avenue SW, Washington DC 20024
	0.49 miles <u>Waterfront</u> - 399 M Street SW, Washington DC 20024

### OCME Parking Policy

Location: 401 E Street Southwest, Washington, DC 20024, USA

- Employees must be authorized to park at the CFL facility – within the garage and in the perimeter spaces.
- All vehicles authorized to park inside of the building must have a permit tag as well as a transponder to open the garage door.
- Vehicles without the required permit tag will be ticketed and towed.

#### Receiving Authorization for CFL Parking

- A specified number of spaces provided to the agency for staff parking. Such spaces are allocated to staff based on agency needs for management parking and term of Employee employment at the agency. Employee shall contact agency management regarding allocation of agency parking spaces.
- The CFL has a specified number of spaces available to Employees on a first-come, first-serve basis, to include carpool and handicap spaces. Employees shall contact the CFL Business Management regarding allocation of such parking spaces.
- Once a parking space has been allocated to an Employee, the individual Employee must complete paperwork through CFL Building Management.

### Government Vehicles

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.



# Employee Training

Training is an essential part of the OCME's strategic planning in meeting its overall mission. This includes an Employee's individual growth and development in the knowledge and skillset required to perform their job with efficiency and competence, but also in a safe manner.

The OCME will provide training that is mandatory per licensure requirements, collective bargaining agreement clauses, safety mandates, and performance plan goals. Certain trainings may also be mandatory based on an employee's job duties. The Supervisor will keep a record of employee trainings. Employees must complete mandatory courses in the timeframe provided or may subject to disciplinary action. Required safety training courses include, but are not limited to:

## Training                      Required Attendees

Basic Orientation	All employees
Ergonomics	All employees
Incident Reporting & Investigation	All employees
Emergency Response Plan (ERP)	All employees
BERT Plan	BERT Members
Mass Fatality Plan (MFP)	All employees
Continuing Operations Plan (COOP)	All employees
Information Technology (IT)	All employees
OSHA Courses, <i>PPE, Universal Precautions, Blood-borne Pathogens, Air-borne Pathogens (Respirators/Tuberculosis), Hazard Communication, Radiation Safety, Hazmat</i> Radiation Safety	All employees  Medicolegal Investigators, Pathologist Assistants, Forensic Anthropologists, Medical Technologists, Forensic Investigators, Mass Fatality Response Coordinator, Autopsy Assistants, Mortuary Technicians, Medical Examiners
- Vehicle Operations	Medicolegal Investigators, Pathologist Assistants, Forensic Anthropologists, Medical Technologists, Forensic Investigators, Mass Fatality Response Coordinator, Autopsy Assistants, Mortuary Technicians, Fatality Review Staff, Administrative Staff as applicable
- CFL Level I Safety	All employees
- CFL Level II Safety	Medicolegal Investigators, Pathologist Assistants, Forensic Anthropologists, Medical Technologists, Forensic Investigators, Mass Fatality Response Coordinator, Autopsy Assistants, Mortuary Technicians, Medical Examiners



The Safety Orientation Training will encompass reviewing the written safety policies with all employees and reviewing the safety committee information. Employees should be told how, when and to whom to report all illnesses 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.



# Dress Standards Policy

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

**Applicability:** This order applies to all OCME employees.

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

The OCME Dress Standards Policy is not intended to prohibit professional ethnic and religious attire, 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.



Office of the Chief Medical Examiner – 401 E Street, S.W., Washington DC 20024

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

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

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- 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, when necessary and on casual Fridays.*

**Identification:** 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.

**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:



# Security

This policy specifies security protocols for employee and visitor access to various areas of the OCME. This policy is to ensure a safe and secure workplace for employees; safeguard the process of medicolegal death investigation; and to protect confidentiality of medical examiner casework and the integrity of evidentiary material.

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

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

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

This card records the time, date of access for each employee into such areas, and is used as a security measure. Because the access cards are assigned to specific employees, employees should only use the card provided to them to access various areas of the building. Access cards must not be switched between employees or provided to their employees for use. An employee is accountable for movement throughout the building that is recorded on the card assigned to them, even if another person used it. If an access card is misplaced, the employee must immediately report the matter to the Management Services Officer.

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

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

If an employee loses the photo ID badge, they shall report the loss to the Management Services Officer immediately so that it can be disabled and to initiate replacement.



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If an employee's photo ID badge fails to work, the employee shall report the issue to the Management Services Officer immediately so that the issue can be researched and resolved and/or a new photo ID badge be initiated.

Upon termination, an employee must complete return the District government photo ID card during the Exit Interview to the Human Resource Advisor and/or Supervisor. It is subsequently provided to the Management Services Officer immediately to be disabled. If an employee leaves District service without returning the ID badge; must be "summarily removed" per Chapter 16 of the District Personnel Manual; or for an emergency "cause," the Management Services Officer may disable an employee's ID badge for security purposes.

**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.

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

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

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

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

Employees shall not open secured 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 an employee escort must direct them to the first floor lobby security desk and inform PSD. Should the person(s) refuse to comply, employees must immediately notify PSD.

Visitors to the OCME are limited to individuals conducting official business. Visits for 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, unless authorized. Under no circumstances will visitors be allowed access to decedents, biohazards or confidential information.

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

***Visitor and Contractor badges automatically expire.***

**Secured Doors** - All secured doorways (entrances/exits with controlled card readers) must be closed at all times other than when entering or exiting. Doors should 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, PSD is alerted. If a door must be propped open for an extended period of time for official business, an employee must notify their supervisor and/or PSD.

**Laboratory Spaces** - Managers of Laboratory Spaces (i.e. Toxicology, Histology, Mortuary, Anthropology) must sign for keys to various areas within those laboratories. These managers are responsible for the keys and the items within these areas. Any keys lost, must be immediately reported to their supervisor and the Management Services Officer.

**Administrative Spaces** - Certain Administrators must sign for keys to various administrative areas within the agency and may sign for “Master” agency keys. These Administrators are responsible for the keys and the item within these areas. Any keys lost, must be immediately reported to their supervisor and the Management Services Officer.

**Employee Offices:** Those employees with offices must sign for the key to the office. Keys to the desk and cabinet spaces are available in the office and are the responsibility of the occupant. Any keys lost, it must be immediately reported to their supervisor and the Management Services Officer.

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

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



**Records Management Unit-** Medical Examiner Case files are maintained in the Records Management Unit. The Records Management Unit shall remain locked at all times and only authorized employees may enter the medical records area. Except in emergencies or during non-business hours, no individual may enter the unit unless accompanied by records unit personnel.

In these circumstances, the Chief Medical Examiner, Deputy Chief Medical Examiner, Chief of Staff, General Counsel or other staff authorized by one of these three employees shall have access. Unauthorized employees must make requests of information or records and must sign out all case files. Medical Examiner Case files cannot be taken from the OCME facility for any purposes, unless authorized by the Chief Medical Examiner or General Counsel.

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

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

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



# IT Policy and 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, tablets 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 dependent 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.

## 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.



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- 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 a security breach to the DCWAN, and will be disconnected immediately pending a vulnerability review by the District of Columbia Information Security Program.



## B. COMPUTER SYSTEMS

### Email:

- 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.
- All DC Government email records in the possession of any DC Government email users.

**Introduction:** 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 intra-governmental 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.

### Principles:

- Use of the DC government email system constitutes consent to abide by all elements of this policy, including such reviews of email correspondence as may be necessary and appropriate to effect DC Government policies concerning the use of the email system and in aid of law-enforcement and auditing activities of federal and District of Columbia government agencies.
- DC Government email systems and services are "DC Government facilities" as that term is used in other policies and guidelines. Any electronic mail address or account assigned by the DC Government to individuals, sub-units, or functions of the DC Government is the property of the District of Columbia and under 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.

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- Email messages are public records and are therefore subject to public inspection, FOIA requests, and legal discovery, unless otherwise protected by DC or federal law.

**Allowable Uses:**

- Communication and information exchange directly related to the mission, charter, or work tasks of a DC government agency
- Research and information exchange in support of standards, analysis, advisory, and professional development activities related to the user's DC government duties
- Announcement of DC government laws, procedures, policies, rules, services, programs, information, or activities, subject to the broadcast email requirements described below
- Application for, or administration of, contracts or grants for DC government programs or research
- Other governmental administrative communications not requiring a high level of security
- Interagency and external broadcast correspondence that:
  - Is limited to 100 recipients or fewer,
  - Is not sent to the group distribution list of any other agency, and
  - Does not constitute or contain (as an attachment or otherwise) any inter-agency or external bulletin, newsletter, announcement, promotional material, manual, guide, brochure, or marketing collateral, all of which must be posted on websites and not sent in group emails outside the sender's agency list.
- Interagency and external broadcast emails with distribution greater than 100 recipients that are authorized in advance by the Director of Communications of the Executive Office of the Mayor (EOM) or the Chief Technology Officer
- Mayoral broadcast missives, upon 2 hours' notice to OCTO or with shorter notice to OCTO, 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

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- 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.

**Sanctions*****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.

### **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.

### **Roles and Responsibilities: DC Government Agencies**

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

### **Roles and Responsibilities: OCTO**

- The OCTO Director IT Security must develop and update email security policy and maintain awareness of email-related threats, vulnerabilities, and security issues.
- The Director of IT Security will maintain a content filtering system which scans the contents of messages on the DC Government email system, rejects messages containing content that may violate this policy, and issue the sender a notification advising that the message has been rejected, and why, so that the message can be corrected and resent.
- However, neither OCTO nor any agency or instrumentality of the DC Government undertakes to protect users from receiving electronic mail they may find offensive, or to guarantee that electronic mail received was in fact sent by the purported sender.
- Because email is public, not private communication, OCTO may monitor any or all DC Government email traffic to determine compliance with this and related policies.

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

- C. INTERNET USAGE** - This policy establishes standards for the proper use of DC government-provided internet services.



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

All users of DC Government Internet services, including:

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

**Introduction:** Internet access is a highly efficient research and communications tool that 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 DC Government Internet access can enhance the efficiency and quality of government services, 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 DC government Internet access.

### Allowable Uses:

- Communication and information exchange directly related to the mission, charter, or work tasks of a DC government agency
- Research and information exchange in support of standards, analysis, advisory, and professional development activities related to the user's DC government duties
- Announcement of DC government laws, procedures, policies, rules, services, programs, information, or activities, subject to the broadcast email requirement described below
- Application for, or administrative communications not requiring a high level of security
- Interagency and external broadcast correspondence that:
  - Is limited to 100 recipients or fewer,
  - Is not sent to the group distribution list of any other agency, and
  - Does not constitute or contain (as an attachment or otherwise) any inter-agency or external bulletin, newsletter, announcement, promotional material, manual, guide, brochure, or marketing collateral, all of which must be posted on websites and not sent in group emails outside the sender's agency list
- Interagency and external broadcast emails with distribution greater than 100 recipients that are authorized in advance by the Director of Communications of the Executive office of the Mayor (EOM) or the Chief Technology Officer
- Mayoral broadcast missives, upon 2 hours' notice to OCTO or with shorter notice to OCTO, in the discretion of the Director of Communications, EOM
- Incidental personal purposes, provided that such use does not:



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- 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 which 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
- Access to and/or distribution of:
  - Pornography
  - Fraudulent information
  - Harassing material
  - Racially discriminatory, disparaging, or harassing information
  - Hate-related information or opinions
- Any activity with religious or political purposes outside the scope of the user's assigned and authorized governmental duties
- Any unauthorized purchases
- Disruption obstruction, or burden of network resources
- The intentional or negligent introduction of computer viruses into any DC Government systems; the agency must prevent the introduction of computer viruses into DC government systems and must install virus-scanning software to check any software downloaded as email attachments; Note: The OCME policy specifically recognizes the prohibition of downloading unauthorized videos or music files and/or accessing Video Broadcasting websites, such as YouTube, Hulu etc.

**Sanctions - Violations of District Internet policy will result in:**

- Upon notice to the violator, disabling of his/her Internet access 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 a user's account is found to be broadcasting a virus or otherwise placing the DC Government 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.



## Roles and Responsibilities:

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

### DC Government Agencies

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

## OCTO

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

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

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

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

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

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

OCME employees must reimburse the District for the value of all personal cell phone use that exceeds the minute allowance in their plans. Reimbursement may be in the form of money and/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.



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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.

## OCME IT SUPPORT FORM

- 1) Locate the form at [P:\IT Support Request Form\](#)
- 2) When you double-click the file IT SUPPORT REQUEST FORM – B, the form will open.

- 3) Fill out the form as completely as you can, remembering to include Requestor Name & Number.
- 4) Once you've included any Special Notes in the field provided at the bottom of the form, click the button below that field, "Submit to IT." This will generate an email.
- 5) At that point, the user should be prompted with the following:

**Office of the Chief Medical Examiner – 401 E Street, S.W., Washington DC 20024**

- 6) For all OCME users, Microsoft Outlook should be the default email application. If it is not, please select that option as opposed to the third party webmail option.

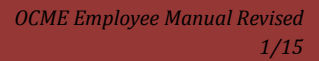
*\*If Microsoft Outlook is not presented as an option or you are prompted with a dialog box other than the one in step 5, please call 202 698 9060 for assistance.*

- 7) Click CONTINUE and an email, pre-addressed to the IT Team, will appear.

- 8) Click SEND in the Outlook email to transmit.

- 9) Close the IT Support Form.

*\*If you are prompted with the option to save before closing, please select NO. The email has already been sent and a copy of the form is included and will be saved in your Sent Mail items in Outlook.*





## Office of the Chief Medical Examiner – 401 E Street, S.W., Washington DC 20024

**CELLULAR EQUIPMENT ASSIGNMENT AGREEMENT**

Office of the Chief Technology Officer

Name:  
Agency: OCME

Date:

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

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

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

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

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

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

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

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

\_\_\_\_\_  
EMPLOYEE/CONTRACTOR SIGNATURE\_\_\_\_\_  
DATE SIGNED**TO BE COMPLETED BY PROPERTY COORDINATOR***Inventory of returned equipment*

EQUIPMENT	DATE	CONDITION				Charges
		Good	Fair	Poor	Irreparable	

\_\_\_\_\_  
OCTO Official\_\_\_\_\_  
Date of Equipment Return

Revision Date: 10-18-2004



# Injury & Incident Procedures

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

**A. PROVIDENCE HOSPITAL - Wellness Institute**

1150 Varum St., NE, Washington DC

202-269-7276

8:00am – 4:30pm (Closed 12 pm – 1 pm)

Employee reports to the Wellness Institute for an initial evaluation prior to referral to Emergency Department.

**B. PROVIDENCE HOSPITAL - Emergency Room**

1150 Varum St., NE, Washington DC

Employee reports to the Emergency Department on a 24-hour basis.

Employees must complete the OCME Employee Accident Form and provide to their Supervisor. If the Employee is unable to complete the form due to the nature of the injury/medical emergency, another Employee or the Supervisor may complete the form on their behalf.

**Visitor Injury Care/ Medical Emergencies:** If a Visitor is injured or experiences a medical emergency within the Consolidated Forensic Laboratory facility, an Employee should call 911 dependent on the nature of the incident and inform their Supervisor. The Visitor or the Supervisor of the unit within which the incident occurred must complete the OCME Incident Report Form.

**Other Incidents:** Any accidents or unusual occurrences involving employees or visitors must be reported on the OCME Incident Report Form. This includes vehicle accidents, facility incidents within the laboratories, or other incidents that are non-medical.



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ACTEC Universal Form		EMPLOYEE ACCIDENT REPORT EMPLOYER'S FIRST REPORT OF INJURY OR ILLNESS		ACTEC REPORT #	OSHA CASE FILE #
EMPLOYER (NAME & MAILING ADDRESS) (AGENCY'S NAME)		CARRIER CLAIM NUMBER		DO NOT WRITE IN SPACE BELOW	
JURISDICTION CLAIM NUMBER		FILE STATE			
EMPLOYER'S LOCATION ADDRESS					
COUNTY:		LOCATION CODE			
<input type="checkbox"/> INDIVIDUAL <input type="checkbox"/> PARTNERSHIP <input type="checkbox"/> CORPORATION <input type="checkbox"/> OTHER		SIC CODE	1. NEW EMPLOY. 2. OLD NO. FED. TAX	PHONE NUMBER (AREA) EXT.	
NATURE OF BUSINESS		SPECIFIC PRODUCTS		# EMPLOYEES	
INSURANCE CARRIER (NAME, ADDRESS, & PHONE NO.)		POLICY/SELF-INSURED NUMBER			
POLICY PERIOD		TO			
CHECK IF APPROPRIATE <input type="checkbox"/> SELF-INSURED <input type="checkbox"/> STATE FUND					
EMPLOYEE NAME (LAST, FIRST, MIDDLE)		PHONE NO.	SSN	EMPLOYEE NO.	
ADDRESS		DATE OF BIRTH	MARRITAL STATUS	# DEPENDENTS	
COUNTY:		OFFICE/PARTNER <input type="checkbox"/> YES <input type="checkbox"/> NO	<input checked="" type="checkbox"/> MALE <input type="checkbox"/> FEMALE	# OTHER DEPEND	
REGULAR DEPT OR DIVISION		DATE HIRED	STATE WHERE HIRED		
OCCUPATION		HOW LONG AT CURRENT JOB	CERTIFICATE NUMBER (IF UNDER 18)		
WAGE INFORMATION RATE		PER		LOST TIME <input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> UNKNOWN	
DATE RETURNED TO WORK		FULL PAY FOR DAY OF INJURY <input type="checkbox"/> YES <input type="checkbox"/> NO		DID SALARY CONTINUE? <input type="checkbox"/> YES <input type="checkbox"/> NO	
AVERAGE WAGE/PERCENTAGE AT TIME OF INJURY		DOES EMPLOYEE RECEIVE PAY IN KIND? <input type="checkbox"/> NO <input type="checkbox"/> YES		AVERAGE DAYS WORKED PER WEEK	
OCCURRENCE PLACE OF ACCIDENT OR OCCURRENCE		DATE OF INJURY	DATE OF REPORT	TIME OF OCCURRENCE TIME WORKED WEEKLY <input type="checkbox"/> AM <input type="checkbox"/> PM <input type="checkbox"/> AM <input type="checkbox"/> PM	
EMPLOYER'S PREMISES? <input type="checkbox"/>		DATE EMPLOYED	INDUSTRIAL ACCIDENT		
DESCRIBE NATURE OF INJURY OR ILLNESS IN DETAIL					
TYPE OF INJURY ASCENDING					
NATURE OF INJURY DESCENDING					
DESCRIBE EMPLOYEE'S ACTIVITIES WHEN INJURY OCCURRED WITH DETAILS OF HOW EVENT OCCURRED					
MED. INFO					
IF FATAL, GIVE DATE OF DEATH		WERE SAFEGUARDS OR SAFETY EQUIP. PROVIDED?		WERE THEY USED?	
PHYSICIAN (NAME & ADDRESS)		<input type="checkbox"/> HOSPITALIZED <input type="checkbox"/> OUT-PATIENT <input type="checkbox"/> EMERGENCY ROOM <input type="checkbox"/> IN-HOUSE/ FIRST AID <input type="checkbox"/> NO TREATMENT		HOSPITAL (NAME & ADDRESS)	
WITNESSES					
DATE AND TIME REPORTED		REPORTED BY		PHONE NUMBER	
(c) 2000 Actec Systems, Inc. (a Sereno Company)					
WC-UNIV (B01)					

ACTEC 1-888-DC CLAIM or 1-888-832-2524



Office of the Chief Medical Examiner – 401 E Street, S.W., Washington DC 20024

**OCME INCIDENT  
REPORT FORM**

**DISTRICT OF COLUMBIA GOVERNMENT**  
**DC Office of Risk Management**  
441 4<sup>th</sup> Street NW, Suite 800S, Washington DC 20001



*This form is used to record an accident, injury, or unusual occurrence. Any incident involving an employee must also be reported to the TPA IMMEDIATELY at 1-877-422-6673.*

**REPORTED BY**

**NAME:** \_\_\_\_\_ **AGENCY'S NAME:** \_\_\_\_\_  
**TITLE:** \_\_\_\_\_ **WORK TELEPHONE:** \_\_\_\_\_

**INCIDENT INFORMATION**

**Date of Incident:** \_\_\_\_\_ **Time of Incident:** \_\_\_\_\_ **Date of Report:** \_\_\_\_\_

**Incident Location Address:**

**Employee's Name (Last, First, Middle):**

Last First Middle

**Mailing Address (including zip code):**

Street/PO Box

City State Zip

**Home Telephone Number (with area code):**

**Work Telephone Number (with area code):**

**Witness's Name (Last, First, Middle):**

Last First Middle

**Mailing Address (including zip code):**

Street/PO Box

City State Zip

**Home Telephone Number (with area code):**

**Work Telephone Number (with area code):**

**Other Person's Name (Last, First, Middle):**

Last First Middle

**Mailing Address (including zip code):**

Street/PO Box

City State Zip

**Home Telephone Number (with area code):**

**Work Telephone Number (with area code):**

**INCIDENT DESCRIPTION (please continue on reverse side)**

**Reporter's Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Return Completed Form to:**

**OCME Agency Risk Management Representative**  
**\*PHONE: 202-698-9004 \*FAX: 202-698-9104**

OCME Incident Form

April 2004



# Public Relations

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

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

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

## Protocol for Release of Information

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

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

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



**Media** - The Public Information Office (PIO) is the main contact for response to all media-related (i.e., news, radio, television, print, Internet, social media) inquiries. If the PIO is unavailable, the inquiries should be referred to the CME, Chief of Staff, General Counsel. These positions are the only ones 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.** As stated above, only the next of kin, law enforcement or the Mayor's administrative offices are provided such information, unless the office is mandated by court order to provide the information to the requesting media entity.

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

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



# Disclosure of Confidential Information

**Employees:** 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.

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

**Office of the Chief Medical Examiner – 401 E Street, S.W., Washington DC 20024**

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

- accessing confidential information that is not within the scope of your assignment;
- misusing, disclosing without proper authorization, or altering confidential information;
- disclosing to another person your logon and password for accessing electronic confidential information or for physical access to restricted areas;
- using another person's login and password for accessing electronic confidential information or for physical access to restricted areas;
- intentional or negligent mishandling or destruction of confidential information;
- leaving a private information unattended, or removing private information from the OCME without authorization;
- attempting to access a confidential information or restricted areas without proper authorization or for purposes other than official business;
- failing to take proper precautions for preventing unintentional disclosure of confidential information; or
- discussing confidential information with individuals, classmates, or employees for purposes other than official business.

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



# 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

- 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. Definitions:

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

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

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

**Drug** – A drug is any chemical substance that produces physical, mental, emotional, or behavioral 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 cannabis in all forms.

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

**Employee Assistance Program** – EAP provides counseling and related services to employees who are experiencing problems, including but not limited to, the following problems or issues 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)** – The Inova Employee Assistance Program (EAP) is a comprehensive, top-ranked employee assistance services provider that offers practical, real-world solutions to employee life issues that may derail productivity and satisfaction. Inova's 24/7 EAP hotline and convenient online resources provide employees with easy, confidential access to professionals and resource.



# 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 (EAP)

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 that 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.



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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.



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**Inova Employee Assistance is here to help.**

Confidential assistance, 24/7 . . . . . 1.800.346.0110

TDD# for the hearing impaired . . . . . 1.877.845.6465

Access online resources and services . . . [inova.org/eap](http://inova.org/eap)

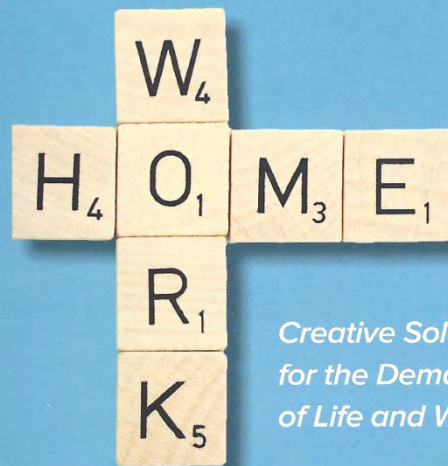
Inova Employee Assistance is exclusively dedicated to serving the employer community with nationwide job performance improvement systems including employee assistance programs (EAP) and work life referral services. Inova Employee Assistance is part of Inova, a not-for-profit health care system that consists of hospitals and other health services. Governed by a voluntary board of community members, Inova's mission is to provide quality care to improve the health of the diverse community we serve through excellence in patient care, education and research.

G31466/10-13/25,000



**Employee Assistance Program**

Inova Employee Assistance



*Creative Solutions  
for the Demands  
of Life and Work*





### Creative Solutions for the Demands of Life and Work

Balancing the demands of work and life can be challenging. Since 1983, Inova Employee Assistance has offered support for personal, work and family problems. This service is free to covered employees and their household members.

#### Confidential Counseling

Our short-term counseling services can help you find solutions to problems ranging from family or workplace frustrations to alcohol or drug abuse. Professional counselors define the problem, provide support, and offer guidance and referrals.

#### Legal Services

Inova Employee Assistance offers a free 30-minute consultation with an in-network attorney and a 25% discount off the attorney's hourly rate if you choose to retain that attorney. Access to wills, advance directives and other legal documents are available on our website at [inova.org/eap](http://inova.org/eap).

#### Financial Services

Employees and their household members can speak with a financial professional at no charge regarding such issues as retirement planning, debt consolidation, funding a child's college education, mortgage loan options and a variety of other financial concerns. Callers receive up to 60 minutes of telephonic consultation per issue. Financial information, tools and calculators are available on our website at [inova.org/eap](http://inova.org/eap).

#### Identity Theft Services

Counselors provide telephonic screening and consultation to callers. If they determine that your identity has been stolen, a "recovery" packet containing everything that you need to resolve your identity-theft issue will be sent to you at no charge.

#### Work Life Referral Services

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

- Child care and adoption including emergency back-up care, day care providers, nanny and au pair agencies, summer camps, and more

- Elder care such as adult day care, assisted living, home health, nursing homes, transportation services
- Education information about schools, financial aid, scholarships and educational consultants
- Health and wellness including holistic care, exercise classes, nutritional counselors, personal trainers, self-help programs
- Pet services such as veterinarians, pet sitters, groomers and obedience trainers
- Daily living services such as sporting event and entertainment tickets, grocery shopping, lawn maintenance, housekeeping services, tee times, restaurant reservations, and many other concierge related services

#### On-line Resources

Inova Employee Assistance offers an interactive Web service that provides 24-hour access to an extensive library of nationwide Work Life resources and interactive tools, including:

- child and elder care locators
- savings discount center
- relocation center
- monthly interactive online seminars
- 24-hour instant messaging access to a Work Life consultant

Contact us 24 hours a day at **1.800.346.0110**  
or online at [inova.org/eap](http://inova.org/eap)

### Inova Employee Assistance is here to help.

Confidential assistance, 24/7 . . . . . **1.800.346.0110**

TDD# for the hearing impaired . . . . . **1.877.845.6465**

Access online resources and services . . . [inova.org/eap](http://inova.org/eap)

Inova Employee Assistance





# Hours of Work, Legal Holidays and Leave

CHAPTER 12—HOURS OF WORK, LEGAL HOLIDAYS AND LEAVE

12-I-i

**PART I**  
**D.C. PERSONNEL REGULATIONS**  
**CHAPTER 12**  
**HOURS OF WORK, LEGAL HOLIDAYS AND LEAVE**  
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**D.C. PERSONNEL REGULATIONS****1201 STATUTORY AUTHORITY AND APPLICABILITY**

1201.1 The statutory authority for this chapter is Title XII of 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 §§ 1-612.01, *et seq.* (2006 Repl. & 2011 Supp.)).

1201.2 The provisions in this chapter shall apply to all District government employees except the following:

- (a) Employees in the Executive Service appointed under the authority of Title X-A of the CMPA (D.C. Official Code § 1-610.51 *et seq.*) (2006);
- (b) Uniformed members of the Metropolitan Police Department and the Fire and Emergency Medical Services Department;
- (c) Members of a board or commission whose pay is fixed under section 1108 of the CMPA (D.C. Official Code § 1-611.08) (2006); and
- (d) Educational Service employees of the Board of Trustees of the University of the District of Columbia appointed under the authority of section 801-A of the CMPA (D.C. Official Code § 1-608.01a) (2006).

1201.3 The provisions of a collective bargaining agreement shall take precedence over the provisions of this chapter for those employees covered by such an agreement, to the extent that there is a difference.

**1202 DELEGATION OF AUTHORITY**

1202.1 Whenever in this chapter it is provided that a decision may be made or an action may be taken by “the Mayor,” an “agency head,” the “Director, D.C. Department of Human Resources,” a “personnel authority,” or “another designated official,” the authority to make such a decision or take such an action may be delegated to a designee, unless specifically indicated otherwise.

**1203 ESTABLISHMENT OF WORKWEEKS**

1203.1 An agency head shall establish the following with respect to each group of full-time employees to whom this chapter applies:

- (a) A basic workweek of forty (40) hours that does not extend over more than six (6) of any seven (7) consecutive calendar days; and, except as provided in section 1203.2 of this section, the calendar days constituting the basic workweek and the number of hours of employment for each calendar day included within the basic workweek shall be specified; and

- (b) A scheduled tour of duty that consists of the forty-hour (40-hour) basic workweek established in accordance with section 1203.1 (a) of this section, plus any period of overtime work regularly required of each group of employees; and, except as provided in section 1203.2 of this section, for purposes of leave and overtime pay administration, the calendar days and number of hours a day of the periods included in the scheduled tour of duty that do not constitute a part of the basic workweek shall be specified.
- 1203.2 The scheduled tour of duty shall be the total number of regularly scheduled hours of duty a week, including standby time, and excluding time allowed for sleep and meals.
- 1203.3 An agency head may provide for the allowance of a specific number of hours out of each twenty-four (24) hours at the official duty station for sleep and meals; however, the time allowed for sleep and meals need not be specifically identified.
- 1203.4 An employee who works two (2) shifts that begin within the same twenty-four hour (24-hour) period in the basic workweek shall be paid for two (2) days of work at the regular basic pay rate – the first (1<sup>st</sup>) shift being counted as of the day on which it begins and the second (2<sup>nd</sup>) shift as of the day on which it ends.
- 1203.5 The occurrence of holidays shall not affect the designation of the basic workweek.
- 1204 ESTABLISHMENT OF SCHEDULED TOURS OF DUTY**
- 1204.1 Agencies shall establish scheduled tours of duty consistent with the provisions of section 1204.2 of this section, except when the Mayor determines that an agency would be seriously handicapped in carrying out its functions, or that costs would be substantially increased, and mandates an alternative work schedule as provided in section 1209 of this chapter.
- 1204.2 The following provisions shall apply to the establishment of scheduled tours of duty:
  - (a) Assignments to tours of duty shall be scheduled in advance over periods of not less than one (1) week;
  - (b) Except when an alternative work schedule has been approved as provided in section 1209 of this chapter:
    - (1) The basic forty-hour (40-hour) workweek shall be scheduled on five (5) days, Monday through Friday when possible, and the two (2) days outside the basic workweek shall be consecutive;
    - (2) The working hours in each day in the basic workweek shall be the same; and
    - (3) The basic non-overtime workday shall not exceed eight (8) hours;
  - (c) The occurrence of holidays shall not affect the designation of the scheduled tour of duty;

- (d) Breaks in non-work time totaling more than one (1) hour shall not be scheduled during the working hours of a basic workday, except when a flexible work schedule has been approved as provided in section 1208 of this chapter;
- (e) As specified in section 1212 of this chapter, and with the exceptions noted in that section, a lunch period shall be provided;
- (f) For a part-time employee, a scheduled tour of duty shall consist of the officially prescribed days and hours within the administrative workweek during which the employee is required to be on duty regularly;
- (g) The work schedule of an employee who also serves as a member of a board or commission may be established to accommodate attendance at official meetings; and
- (h) Agencies shall make every reasonable effort to schedule tours of duty of an employee who is a member of a reserve component of the U.S. Armed Forces, as defined in section 1262.1 of this chapter, to avoid any conflict with his or her attendance at evening or weekend drills.

1204.3 An agency may require an employee to work overtime hours in addition to his or her scheduled tour of duty.

#### **1205 VARIATIONS IN WORK SCHEDULES FOR EDUCATIONAL PURPOSES**

1205.1 This section applies to training, whether or not it is provided in accordance with Chapter 13 of these regulations.

1205.2 Notwithstanding the provisions of section 1203.1 of this chapter, an agency head may authorize an employee to work a tour of duty of not less than forty (40) hours in order to permit the employee to take one (1) or more courses in a college, university, or other educational institution when all of the following conditions are met:

- (a) The tour of duty will not appreciably interfere with the accomplishment of the work required to be performed;
- (b) The agency's cost is not substantially increased by allowing the employee to take the course or courses; and
- (c) Completion of the course or courses is related to the employee's position, and would equip the employee for more effective work in the District government.

1205.3 Employees who have been granted a variation in the tour of duty for educational purposes shall not be entitled to premium pay where the variation in tour of duty has resulted in the employee's tour of duty occurring at a time of day for which premium pay would otherwise be payable.

1205.4 In every case where an employee has been granted a change in their tour of duty for educational purposes, the employee shall be required to sign a statement acknowledging the conditions of the change in tour including the forfeiture of premium pay in accordance with

the conditions set forth in 1205.3 of this section.

- 1205.5 A tour of duty for educational purposes may not be established if it would cause a supervisor to become entitled to premium pay because the supervisor's schedule must be changed so as to provide supervision of the employee.
- 1205.6 A variation in an employee's change in tour of duty for educational reasons may be rescinded by the agency head whenever the variation has resulted in the employee's failure to accomplish the work in the office or for other reasons within the discretion of the agency head.
- 1205.7 Whenever an agency determines that the variation of the tour of duty is to be rescinded, the employee shall be given where practicable at least one week's notice of the rescission.
- 1205.8 The variation in tour of duty for educational purposes shall be rescinded at the completion of the training program and upon notice by the employee that the course or training has been completed. The employee shall return to the tour of duty that existed prior to receiving the educational variation unless such tour has been changed by the employee's supervisor.
- 1205.9 Failure of an employee to inform the supervisor of the completion of or discontinuation of the training or course so that the regularly established tour can be re-established shall result in the forfeiture of the employee's opportunity to receive future variations and where appropriate will result in disciplinary action.

#### **1206 VARIATIONS IN WORK SCHEDULES FOR RELIGIOUS OBSERVANCES**

- 1206.1 Pursuant to section 701 (b) through (f) of the CMPA (D.C. Official Code § 1-607.01 (b) through (f)) (2006), and notwithstanding the provisions of section 1203.1 of this chapter, and to the extent that a variation in a work schedule does not result in a substantial disruption of District government business, an employee whose personal religious beliefs require that he or she abstain from working at certain times of the workday or workweek shall be entitled to reasonable accommodation for the free exercise of religion.
- 1206.2 The accommodation to be provided may include an adjustment in the work schedule when the employee elects to make up the time off rather than to charge the time off to leave.
- 1206.3 If the need to take the time off for religious reasons is foreseeable, the employee shall request an adjustment of his or her work schedule as provided in section 1206.2 of this section and obtain supervisory approval of the adjustment at least ten (10) days before taking time off from work.
- 1206.4 A request to adjust the employee's work schedule may be disapproved if it is demonstrated that the adjustment would clearly interfere with the efficient conduct of the activities of the employing agency.
- 1206.5 Nothing in this section shall be construed to totally exempt an employee from being required to work rotating shifts including working on weekends as a result of religious preferences.
- 1206.6 Nothing in this section shall be construed to limit the use of other forms of leave authorized

by this chapter.

- 1206.7 Each personnel authority shall provide written notice to an employee, at the time that the employee accepts employment that he or she may receive the religious accommodation described in section 1206.1 of this section.

**1207 TRAVEL ON OFFICIAL TIME**

- 1207.1 Insofar as practicable, travel during non-duty hours shall not be required of an employee.
- 1207.2 When an employee is required to travel outside of his or her regularly scheduled administrative workweek, the employee is to be given overtime compensation in accordance with the conditions for determining "hours of employment" in section 1207.3 of this section.
- 1207.3 In determining "hours of employment" for purposes of entitlement to overtime compensation, time spent in travel status away from an employee's official duty station shall be deemed to be "hours of employment" only when any one (1) or more of the following is true:
- (a) The travel takes place within the days and hours of the employee's scheduled tour of duty, including regular overtime work; or
  - (b) If the hours are outside of the employee's regularly scheduled administrative workweek, is ordered or approved, and meets any of the following conditions:
    - (1) The travel involves the performance of work while traveling;
    - (2) The travel is incidental to travel that involves performance of actual work while traveling;
    - (3) The travel is carried out under such arduous and unusual conditions which make the travel inseparable from work; or
    - (4) The travel results from an event that could not be scheduled or controlled administratively.

**1208 FLEXIBLE WORK SCHEDULE**

- 1208.1 Pursuant to section 1201 (e) of the CMPA (D.C. Official Code § 1-612.01 (e)) (2006), a flexible work schedule may be established by an agency for one (1) or more employees when such work schedule is considered both practicable and feasible in terms of employee morale, increased productivity, and improved service to the public.
- 1208.2 A flexible work schedule may be established by an agency only if agency management determines that the schedule will not have an adverse impact on public service, and that costs will not increase substantially.
- 1208.3 Employee participation in a flexible work schedule shall be voluntary. A flexible work schedule, if established, must be offered on an equal basis to all employees of the agency, or the subordinate component of the agency involved. However, an agency head may determine that the work of certain subordinate components of the agency is not conducive to flexible work schedules and may restrict the ability to work flexible work schedules to certain components of the agency.

- 1208.4 The decision of the agency head with respect to limiting the subordinate components within the agency to flexible work schedules is final and not appealable.
- 1208.5 The basic requirements for establishing a flexible work schedule shall be as follows:
- (a) The designation of core time during which all employees are required to be present, except for authorized lunch periods;
  - (b) The designation of flexible time periods during which the employee has the option of selecting and varying his or her starting and quitting time within established limits, but such flexible time periods may not commence prior to 6:00 a.m., nor end after 6:00 p.m.;
  - (c) The maintenance of accurate time and attendance controls to ensure that each employee works or otherwise accounts for eight (8) hours per day, five (5) days per week; and
  - (d) Prior approval by the appropriate personnel authority.
- 1208.6 A flexible work schedule shall not be combined with an alternative work schedule under section 1209 of this chapter, a compressed work schedule under section 1210 of this chapter, or telecommuting under section 1211 of this chapter.
- 1209 ALTERNATIVE WORK SCHEDULE**
- 1209.1 An alternative work schedule may be mandated by the Mayor as provided in section 1204.1 of this chapter, or established by an agency as provided in this section.
- 1209.2 Pursuant to section 1201 (e) of the CMPA (D.C. Official Code § 1-612.01 (e)) (2006), an alternative work schedule may be established by an agency for one (1) or more employees when such work schedule is considered practicable and feasible.
- 1209.3 An alternative work schedule may be established by an agency only if costs are not substantially increased.
- 1209.4 Except in the case of an alternative work schedule mandated by the Mayor under section 1209.1 of this section, employee participation in alternative work scheduling shall be voluntary. An alternative work schedule, if established, must be offered on an equal basis to all employees of the agency, or to all employees of the subordinate component of the agency involved, as applicable. However, an agency head may determine that the work of certain subordinate components of the agency is not conducive to an alternative work schedule and may restrict the ability to work alternative work schedules to certain components of the agency.
- 1209.5 The decision of the agency head with respect to limiting the subordinate components within the agency to alternative work schedules is final and not appealable.
- 1209.6 The basic requirements for establishing an alternative work schedule shall be as follows:

- (a) The basic forty-hour (40-hour) workweek may be scheduled on fewer than five (5) days;
- (b) The working hours in each day of the basic workweek need not be the same; and
- (c) The basic non-overtime workday may exceed eight (8) hours.

1209.7 An alternative work schedule shall not be combined with a flexible work schedule under section 1208 of this chapter, a compressed work schedule under section 1210 of this chapter, or telecommuting under section 1211 of this chapter.

#### **1210 COMPRESSED WORK SCHEDULE**

1210.1 Pursuant to D.C. Official Code § 1-510 (2006), section 7 of the Fair Labor Standards Act of 1938 (FLSA), as amended, (29 U.S.C. § 207) shall not apply to the hours of work of a District government employee that constitute a compressed work schedule.

1210.2 A compressed work schedule shall be the number of hours, excluding overtime hours, an employee is required to work or account for in a biweekly pay period that enable the employee to complete an eighty-hour (80-hour) work schedule in fewer than ten (10) workdays.

1210.3 The tour of duty for each employee under a compressed work schedule program shall be defined by a fixed schedule established by the agency.

1210.4 The established work schedule of an employee working a compressed work schedule may not exceed ten (10) hours for any workday.

1210.5 A compressed work schedule may be established by an agency only if agency management determines that the schedule will not have an adverse impact on public service, and that costs will not increase substantially.

1210.6 A compressed work schedule shall not be combined with a flexible work schedule under section 1208 of this chapter, an alternative work schedule under section 1209 of this chapter, or telecommuting under section 1211 of this chapter.

#### **1211 TELECOMMUTING**

1211.1 Telecommuting is an arrangement in which an employee regularly, or during a declared emergency (if directed to do so) performs officially assigned duties at home or another work site geographically convenient to the employee's residence.

1211.2 Based on the needs of the organization, and to the maximum extent possible without diminishing employee performance, each agency is authorized to establish telecommuting for eligible employees of the agency. Telecommuting must be offered on an equal basis to all employees of the agency, or to all employees of a subordinate component of the agency.

1211.3 Telecommuting shall be part of a scheduled tour of duty, is subject to a written agreement and

- only permitted after an employee has completed any telecommuting training required by the District of Columbia Department of Human Resources.
- 1211.4 Requests to engage in telecommuting must be signed by the employee, be approved in writing and in advance by the employee's supervisor and the agency head (or his or her designee), and must certify that the position, during the period during which an employee will telecommute, satisfies conditions set forth in subsections 1211.6 of this section, and that the telecommuting arrangement complies with subsection 1211.7 of this section.
- 1211.5 Unless otherwise approved by the agency head and personnel authority, telecommuting by an employee shall be limited to not more than two (2) days per workweek.
- 1211.6 Positions best suited for telecommuting are those that:
- (a) Have job tasks that are quantifiable, primarily project or case-work oriented, telephone intensive, or computer-oriented; or have work activities that can be accommodated working away from the current work location with equal efficiency as if being performed at the official work site;
  - (b) Do not require daily unscheduled face-to-face contact with other employees, supervisors, or the public in the current work location; and
  - (c) Allow meetings to be scheduled without inconveniencing or impairing the performance of co-workers.
- 1211.7 Telecommuting shall not be combined with a flexible work schedule under section 1209 of this chapter, or a compressed work schedule under section 1210 of this chapter.
- 1211.8 Authorization to engage in telecommuting may be rescinded by the agency head (or designee) whenever the agency head (or designee) determines that the employee has failed to accomplish the work as prescribed, or for other reasons.
- 1211.9 Whenever an agency (or designee) determines that the approval for telecommuting is to be rescinded pursuant to subsection 1211.8, the employee shall be given, where practicable, at least two weeks' notice prior to the rescission.
- 1211.10 Upon termination of the telecommuting agreement, the employee shall return to the tour of duty that existed prior to receiving approval to engage in telecommuting, unless the tour of duty has been changed by the employee's supervisor in accordance with applicable rules.
- 1211.11 Failure of an employee to return to his or her regular tour of duty upon the rescission of the authorization to engage in telecommuting, shall result in the forfeiture of the employee's opportunity to engage in telecommuting in the future and, where appropriate, will result in disciplinary action.
- 1211.12 By October 1 of each year, subordinate agencies shall submit a report to DCHR. The report, which covers an agency's program activities for the prior fiscal year, shall include:

- (a) The name, grade, step, and position title of each employee approved to telecommute;
- (b) The total number of employees approved to telecommute;
- (c) The total number of employees working under an approved telecommuting work agreement;
- (d) The total number of days each employee is authorized to telework per workweek;
- (e) The number of employees that completed the required telecommuting training;
- (f) The reason(s) for the termination of any telecommuting agreement; and
- (g) The reason(s) for the exclusion of any employee or group of employees from participating in the program during the period in question.

1211.13 The D.C. Department of Human Resources shall conduct periodic audits of subordinate agency telecommuting programs for the purpose of ensuring compliance with D.C. personnel regulations and HR procedures. The audit also covers PeopleSoft actions that the agency inputs relative to telecommuting

## **1212 REST AND LUNCH PERIODS**

1212.1 At the discretion of an agency head, a rest period of fifteen (15) minutes during each four (4) hour period of work may be authorized.

- (a) Rest periods for an individual employee or small groups of employees are authorized whenever such rest period would accomplish one (1) or more of the following purposes:
  - (1) Protect employees' health by providing relief from hazardous work or work that requires continuous or considerable physical exertion;
  - (2) Reduce accident rates by removing the potential for fatigue;
  - (3) Provide relief from work that is performed in confined spaces where normal personal activities are restricted; or
  - (4) Increase or maintain high quality and quantity work product;
- (b) When rest periods with a specific duration (such as, fifteen (15) minutes as specified in subsection 1212.1(a) of this section) are offered, they are to be considered as compensable work hours as part of the employee's regularly scheduled duty hours. The unauthorized extension of a rest period with a specific duration shall not be counted as hours worked; and
- (c) Rest periods shall not be utilized by an employee to expand his or her regularly scheduled lunch period of thirty (30) minutes by permitting the employee to take his or her rest periods immediately before or immediately after the employee's scheduled

lunch period.

- 1212.2 A lunch period of at least thirty (30) minutes shall be provided to employees, except for an employee required to remain at his or her official duty station so that the agency can provide twenty-four (24) hour coverage, in which case, the employee shall be compensated.
- 1212.3 An employee's thirty (30)-minute lunch period shall be in addition to his or her regularly scheduled duty hours. That is, a bona fide lunch period shall not be considered as work time and is not compensable. For that reason, the thirty-minute (30-minute) lunch period shall be added to the employee's regularly scheduled duty hours.
- 1212.4 At the discretion of the supervisor, an employee who wants to take a one-hour (1-hour) lunch period may be allowed to add the extra half ( $\frac{1}{2}$ ) hour to his or her regularly scheduled duty hours to account for the extra non-compensable time for lunch. For example, instead of working from 8:00 a.m. to 4:30 p.m. (for example, eight (8) hours of compensable work time plus a thirty-minute (30-minute) lunch period), the employee may be allowed to work until 5:00 p.m. (for example, eight (8) hours of compensable work time plus a one-hour (1-hour) lunch period). Lunch periods of more than one (1) hour shall not be permitted.
- 1212.5 The lunch period is separate and distinct from a rest period.
- 1212.6 An employee shall not be authorized to depart work in order to either begin a period of leave or in order to end the employee's official tour of duty because he or she refrained from taking a scheduled rest or lunch period.

### **1213 CHANGES IN SCHEDULED TOURS OF DUTY**

- 1213.1 Scheduled tours of duty in effect when these regulations become effective shall remain in effect until action is taken in accordance with these regulations to implement a change.

### **1219 THRU 1219 – RESERVED**

### **1220 LEGAL PUBLIC HOLIDAYS**

- 1220.1 Pursuant to section 1202(a) of the CMPA (D.C. Official Code § 1-612.02 (a) (2011 Supp.)) the following days are legal public holidays for District government employees covered by this chapter:
- (a) New Year's Day, January 1<sup>st</sup> of each year;
  - (b) Dr. Martin Luther King, Jr.'s Birthday, the third (3<sup>rd</sup>) Monday in January of each year;
  - (c) Washington's Birthday, the third (3<sup>rd</sup>) Monday in February of each year;
  - (d) Memorial Day, the last Monday in May of each year;
  - (e) Independence Day, July 4<sup>th</sup> of each year;
  - (f) Labor Day, the first (1<sup>st</sup>) Monday in September of each year;
  - (g) Columbus Day, the second (2<sup>nd</sup>) Monday in October of each year;

- (h) Veterans Day, November 11<sup>th</sup> of each year;
  - (i) Thanksgiving Day, the fourth (4<sup>th</sup>) Thursday in November of each year;
  - (j) Christmas Day, December 25<sup>th</sup> of each year; and
  - (k) Beginning in the year 2007, District of Columbia Emancipation Day, April 16<sup>th</sup> of each year.
- 1220.2 Pursuant to section 1202 (c)(1) of the CMPA (D.C. Official Code § 1-612.02 (c)(1)) (2006), January 20 of each year following the year in which a Presidential election is held, Inauguration Day, shall be a legal public holiday for all employees scheduled to work on that day. When January 20 of any such year falls on a Sunday, the next succeeding day selected for the public observance of the inauguration of the President shall be a legal public holiday for all employees scheduled to work on that day.
- 1220.3 The rules for determining holidays contained in section 1222 of this chapter shall not apply to Inauguration Day.
- 1220.4 In addition to the legal public holidays set forth in sections 1220.1 and 1220.2 of this section, the Mayor may designate other days or portions of a day as legal public holidays.
- 1220.5 There shall be no official observance of religious holidays except those that are also legal public holidays.
- 1220.6 An employee whose personal religious beliefs require him or her to abstain from working during certain periods of time shall be entitled to reasonable accommodation as provided in section 1206 of this chapter or, at his or her request, may be granted annual leave, compensatory time, or leave without pay, as appropriate.
- 1221 ENTITLEMENT TO HOLIDAYS**
- 1221.1 Each full-time employee, and each part-time employee with a scheduled tour of duty, except student employees paid by stipend, shall be entitled to holidays as provided in section 1222 of this chapter.
- 1222 DETERMINING HOLIDAYS**
- 1222.1 Pursuant to section 1202 (b) of the CMPA (D.C. Official Code § 1-612.02 (b)) (2006), in-lieu-of holidays shall be determined as follows for purposes of pay and leave:
- (a) Whenever a legal public holiday falls on a workday in the basic workweek of Monday through Friday, that workday shall be the holiday;
  - (b) Whenever a legal public holiday falls on a nonworkday of a basic workweek of Monday through Friday, the holiday shall be the Monday immediately following a legal public holiday occurring on Sunday, or the Friday immediately preceding a legal public holiday occurring on a Saturday;

- (c) When a legal public holiday falls on a nonworkday in a workweek that is other than Monday through Friday, the holiday shall be determined as follows:
  - (1) If the legal public holiday falls on the first or only nonworkday of the administrative workweek, the holiday shall be the day before the legal public holiday; and
  - (2) If the legal public holiday falls on the second or subsequent nonworkday of the administrative workweek, the holiday shall be the first scheduled workday following the legal public holiday.
- (d) For a part-time employee, whenever a legal public holiday falls on a workday within the employee's scheduled tour of duty, that shall be the holiday;
- (e) For a part-time employee, whenever a legal public holiday falls on a nonworkday for that employee, he or she shall not be entitled to a holiday;
- (f) When a legal public holiday falls on an employee's workday that covers two (2) calendar days, he or she shall be excused from work on the entire workday that begins on the calendar day of the legal public holiday; and
- (g) An employee who has two (2) regular tours of duty, both beginning on a holiday, shall be excused from work on the first tour of duty that begins on the holiday.

1222.2 The Director, D.C. Department of Human Resources, shall issue a holiday schedule annually. Nothing contained in this section shall be construed to alter any holiday schedule or "in-lieu-of" schedule issued by the Director, D.C. Department of Human Resources, prior to the effective date of these regulations.

### **1223 EFFECT OF HOLIDAYS**

- 1223.1 The occurrence of a legal public holiday shall not affect the designation of the basic workweek.
- 1223.2 An employee who is excused from duty on a holiday shall be entitled to the same pay for that day as for a day on which an ordinary day's work is performed.
- 1223.3 An agency head may, within his or her discretion, include a holiday within the hours of duty or regular workweek of employees and require them to work on that day.
- 1223.4 An employee who is required to work on a holiday as specified in section 1223.3 of this section, but whose absence is approved by the agency, shall be charged sick leave, annual leave, or leave without pay, as appropriate.
- 1223.5 An employee who is required to work on a holiday as specified in section 1223.3 of this section, but who is inexcusably absent or refuses to work on a holiday, shall be charged with absence without leave (AWOL) for that period of absence.
- 1223.6 An employee under an alternative work schedule under section 1209 of this chapter, or a compressed work schedule under section 1210 of this chapter who performs work on a holiday

shall be entitled to holiday premium pay as provided in section 1131 of Chapter 11 of these regulations.

1223.7 Except as provided in section 1223.8 of this section, an employee who is not required to work on a holiday shall not be charged annual leave, compensatory time, sick leave, or LWOP for that day. An employee on annual leave, sick leave, or compensatory time for a period that includes a holiday shall not be charged annual leave, sick leave, or compensatory time for that day.

1223.8 An employee in a nonpay status the last day of a regular tour of duty immediately prior to a holiday and the first day of a regular tour of duty immediately after the holiday shall not be entitled to have his or her nonpay status changed to a pay status for that holiday unless the employee works on that holiday.

#### **1224 LEGAL PRIVATE HOLIDAY**

1224.1 Pursuant to section 1202a of the CMPA (D.C. Official Code § 1-612.02a) (2006), a legal private holiday is a day on which any paid leave or unpaid leave provided by this chapter may be granted.

#### **1225 THRU 1226 – RESERVED**

#### **1227 GENERAL PROVISIONS FOR ANNUAL AND SICK LEAVE**

1227.1 As provided in section 1203(a) of the CMPA (D.C. Official Code § 1-612.03 (a) (2006 Repl.)), an employee shall be entitled to earn both annual and sick leave as provided herein, except for the following:

- (a) An intermittent 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.

1227.3 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:

- (a) 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 (1<sup>st</sup>) 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.
- 1228.3 A full-time employee who initially enters on duty after the first (1<sup>st</sup>) workday of a biweekly pay period, but not later than the first (1<sup>st</sup>) workday of the second (2<sup>nd</sup>) 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 (1<sup>st</sup>) 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.

- 1230.5 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 (1<sup>st</sup>) 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.
- 1231.2 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 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 re-credit is otherwise appropriate.
- 1231.9 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.
- 1231.10 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.
- 1231.13 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.
- 1231.14 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.
- 1231.16 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.
- 1231.17 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 Except as specified in subsection 1232.6 of this section, 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.
- 1232.2 Except as provided in subsections 1232.5 and 1232.7 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.
- 1232.4 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.
- 1232.6 A person who has retired from either the District or federal government under the regular or early retirement provisions of the Civil Service Retirement System (CSRS) and who is employed by the District government as a full-time employee on or after February 26, 2008, after having retired, shall earn four (4) hours of annual leave for each full biweekly pay period for the first three (3) years of employment after the CSRS-retirement; and shall progress to six (6) and eight (8) hours of annual leave, respectively, as specified in subsection 1232.1(b) and

(c) of this section.

1232.7 A person who has retired from either the District or federal government under the regular or early retirement provisions of the CSRS and who is employed by the District government as a part-time employee on or after February 26, 2008, after having retired, shall earn one (1) hour of annual leave for each twenty (20) hours in a pay status for the first three (3) years of employment after the CSRS-retirement; and shall progress to one (1) hour of annual leave for each thirteen (13) hours in a pay status and one (1) hour of annual leave for each ten (10) hours in a pay status, respectively, as specified in subsection 1232.2(b) and (c) of this section.

1232.8 For the purposes of this section and section 1234 of this chapter, the terms “full-time employee” and “part-time employee” shall include full-time and part-time temporary employees; provided that the employee is serving under a temporary appointment of more than ninety (90) days.

### **1233 ANNUAL LEAVE—DETERMINING CREDITABLE SERVICE**

1233.1 In determining years of creditable service for annual leave accrual, an employee shall be entitled to receive credit for the following service:

- (a) All service creditable under 5 U.S.C. § 8332 for the purpose of an annuity; and
- (b) Except for employees as described in subsections 1232.6 and 1232.7 of this chapter, 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 Repl.)).

1233.2 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 one (1) of the two (2) following types of disabilities:

- (a) A disability resulting from injury or disease received in the line of duty as a direct result of armed conflict; or
- (b) A disability caused by an instrumentality of war and incurred in the 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 personnel authority.

1233.4 District government service prior to October 1, 1987, that is under Social Security shall be creditable for annual leave accrual purposes, and shall be purchasable for credit toward retirement under 5 U.S.C. § 8332.

1233.5 Notwithstanding any other provision in this section or this chapter, years of service with the District or federal government of a person who has retired from either the District or federal government under the regular or early retirement provisions of the Civil Service Retirement System (CSRS) and who is employed or reemployed, as applicable, by the District government on or after February 26, 2008, after said retirement, shall not be considered as

creditable service for annual leave accrual purposes.

**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:

(a) 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 Normally, annual leave shall be requested and approved in advance, preferably prior to the day on which the annual leave is to be used. Employees are required to obtain approval for the use of annual leave by whichever method is formally established within his or her agency. Annual leave requested and approved in advance shall constitute "scheduled annual leave;" approved but not scheduled or requested in advance shall constitute "emergency annual leave."

1235.3 The annual leave provided by this chapter, including annual leave that has been advanced as provided in section 1237 of this chapter, may be granted at any time during the leave year in accordance with these regulations.

1235.4 An employee is entitled to his or her annual leave, and the taking of annual leave for the purposes set forth in subsection 1235.1 of this section should be encouraged, subject to scheduling approval by the agency head.

1235.5 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 EMERGENCY ANNUAL LEAVE AND LEAVE RESTRICTION FOR ABUSE OF EMERGENCY ANNUAL LEAVE**

- 1236.1 “Emergency annual leave” should be granted in all cases of personal emergency, unless the supervisor has sound reason to believe that:
- (a) A legitimate emergency does not exist, therefore, the employee made the request for emergency annual leave in bad faith; or
  - (b) The employee’s presence on duty is essential to maintain minimum public services in the support or maintenance of public health, life, or property and the employee has been so notified.
- 1236.2 An employee on leave restriction shall inform his or her immediate supervisor or other supervisor within the chain of command of the employee, of his or her need to take emergency annual leave by contacting the immediate supervisor or other supervisor within the chain of command on the day of the absence. Supervisors and managers shall determine, and inform their subordinate employees in writing, whether notifying a co-worker, leaving a message on the supervisor’s voicemail, or sending an electronic mail shall be deemed as “informing the supervisor of the need to take emergency annual leave” or if, in the alternative, employees shall be required to obtain approval by speaking (over the telephone) with the supervisor.
- 1236.3 An employee’s immediate supervisor may restrict an employee from using annual leave whenever it is established by the preponderance of the evidence that the employee is engaging in a pattern or practice of abuse of annual leave, such as:
- (a) Requesting emergency annual leave in order to avoid certain work shifts or work assignments;
  - (b) Requesting emergency annual leave with such frequency that it results in the employee being unavailable immediately preceding or following the employee’s two (2) consecutive days outside of the basic work week; or
  - (c) Requesting emergency annual leave with such frequency that it results in the employee being absent part of the workday or an entire workday on a consistent and regular basis.
- 1236.4 Whenever a supervisor determines that an employee has engaged in the activities set forth in subsection 1236.3 of this section, the employee may be placed on leave restriction.
- 1236.5 An employee who has been placed on leave restriction shall obtain permission before taking any annual leave without prior approval by the employee’s immediate supervisor or other supervisor within the chain of command of the employee.
- 1236.6 In order to satisfy the “obtain permission” requirement within subsection 1236.5 of this section, an employee who has been placed on leave restriction shall obtain approval to take emergency annual leave by speaking (either in person or over the telephone directly) with his or her immediate supervisor or other supervisor within the chain of command of the employee.

- 1236.7 An employee under leave restriction who takes emergency annual leave without receiving prior supervisory approval as specified in subsection 1236.6 of this section shall be placed in an "Absence Without Official Leave" (AWOL) status in accordance with section 1268 of this chapter; and where appropriate, may be subject to administrative action as applicable.

#### **1237 ANNUAL LEAVE—ADVANCING**

- 1237.1 Agency heads or their subordinate supervisor designees are authorized to advance annual leave to eligible employees in advance of its accrual, in individual cases, up to the amount of annual leave expected to be earned during the balance of the current leave year or by the eligible employee's anticipated termination date, whichever is sooner.
- 1237.2 In no case shall annual leave be advanced on the basis of leave expected to be earned during the succeeding leave year.
- 1237.3 If the reason for an employee's request for advanced annual leave qualifies for family or medical 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.* (2010 Repl. & 2011 Supp.)), and provided that the employee meets the eligibility requirements of the D.C. FMLA, any advanced annual leave granted shall count towards the sixteen (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**

- 1239.1 As provided in section 1203 (h) (2) of the CMPA (D.C. Official Code § 1-612.03 (h) (2) (2006 Repl.)), annual leave may be restored when:

- (a) An administrative error causes a loss of annual leave otherwise accruable after June 30, 1960;
- (b) Exigencies of the public business, deemed by the agency head to be of major importance, causes denial and forfeiture of annual leave previously scheduled at least three (3) biweekly pay periods prior to the end of the leave year; or
- (c) An employee becomes sick while on scheduled annual leave and receives approval to substitute sick leave for the scheduled annual leave. The employee must have had sick leave available at the time of the request for scheduled annual leave.

1239.2 If the annual leave restored under subsection 1239.1 of this section causes the employee's accumulated annual leave balance to exceed the maximum allowable accumulation under subsection 1238.1 of this chapter such restored leave shall be credited to a separate leave account. Such restored leave that exceeds the maximum allowable accumulation shall be forfeited unless scheduled and used not later than two (2) years after one (1) of the following dates:

- (a) The date of restoration of the annual leave forfeited because of administrative error;
- (b) The date fixed by the agency head as the termination date of the exigency of the public business that resulted in forfeiture of the annual leave; or
- (c) The date the employee is determined to be recovered and able to return to duty if the leave was forfeited because of sickness.

1239.3 Restored leave for separated employees;

- (a) Restored leave for separated employees shall be included in a lump-sum payment if unused and still available upon the date of separation; and
- (b) Pursuant to section 1203(h) (2) (B) of the CMPA (D.C. Official Code § 1-612.03 (h) (2) (B)), in the event of an administrative error, a separated employee entitled to restored annual leave, otherwise accruable after June 30, 1960, shall be entitled to credit and liquidation by lump-sum payment only if the employee files a claim for restored leave within three (3) years of the date the error was discovered.

1239.4 The agency head shall provide notification to the appropriate authority to effect the restoration of annual leave under this section.

#### **1240 PAYMENT FOR ANNUAL LEAVE**

1240.1 An employee who accepts a position within the District government under a different leave system without a break in service, may elect either a lump-sum payment for any unused annual leave or have such leave retained for re-crediting purposes if he or she returns to a position covered by the provisions of these regulations.

1240.2 An employee who uses annual leave credited because of administrative error may elect to repay the amount received for such leave by lump-sum or installment payments, or to have

such leave carried forward as a charge against later accruing annual leave, or to apply for a waiver of the overpayment under Chapter 29 of these regulations.

1240.3 An employee who is separated from District government service or who enters into military service shall be entitled to receive a lump-sum payment for annual leave to which entitled.

1240.4 The lump-sum payment pursuant to subsection 1240.3 of this section shall equal the pay that the person would have received had he or she remained in the employ of the District government.

1240.5 The period of leave used for calculating the amount of the lump-sum payment shall not be extended due to any holiday occurring after the separation.

#### **1241 ACCRUAL OF SICK LEAVE**

1241.1 A full-time employee to whom this chapter applies shall accrue sick leave on the basis of four (4) hours for each full biweekly pay period.

1241.2 Sick leave shall be credited at the beginning of each full or partial (one-half ( $\frac{1}{2}$ )) pay period for use during or after that pay period.

1241.3 Except as provided in section 1241.5 of this section, a part-time employee shall earn one (1) hour of sick leave for each twenty (20) hours in a pay status.

1241.4 Sick leave provided for in this section that is not used by an employee during the year in which it accrues shall accumulate and be available for use in succeeding years. There shall be no limitation on the amount of sick leave an employee may accumulate.

1241.5 A part-time employee entitled to earn sick leave as provided in section 1241.3 of this section shall not earn sick leave for any hours worked for which he or she is entitled to overtime compensation under Chapter 11 of these regulations.

#### **1242 SICK LEAVE—GRANTING**

1242.1 An agency head shall grant sick leave to an employee under any of the following circumstances:

- (a) When the employee requires personal medical, dental, or optical examination or treatment;
- (b) When the employee is incapacitated for the performance of his or her duties by physical or mental illness, injury, pregnancy, or childbirth;
- (c) When the employee would jeopardize the health of others by his or her presence on the job because of exposure to a communicable disease (as determined by appropriate health authorities or by a health care provider);
- (d) When the employee's absence is required to provide care for a family member who is incapacitated by a medical or mental condition or to attend to a family member

- receiving medical, dental, or optical examination or treatment;
- (e) When the employee's absence is required to provide care for a family member with a serious health condition;
  - (f) Because of the birth, or the placement for adoption, of a son or daughter of the employee, and in order to care for such son or daughter; or
  - (g) When the employee is absent because of the death of a family member, provided that such absence shall not exceed three (3) workdays (twenty-four (24) hours), and that the employee provides evidence that is acceptable to the agency.
- 1242.2 When any of the circumstances set forth in section 1242.1 of this section occurs within a period of annual leave, an agency head may, at the employee's request, convert annual leave to sick leave.
- 1242.3 Annual leave may not be substituted for sick leave that has been applied for and granted.
- 1242.4 An employee shall file a written application for sick leave within such time limits as the agency head may prescribe.
- 1242.5 An employee shall request sick leave in advance for a pre-scheduled appointment for medical, dental, or optical examination or treatment.
- 1242.6 An agency head may grant sick leave only when supported by a medical certificate or appropriate document signed by the employee.
- 1242.7 For an absence in excess of three (3) workdays, or for a lesser period when determined necessary by an agency, the agency may require a medical certificate, or other administratively acceptable evidence as to the reason for the absence.
- 1243 EMERGENCY SICK LEAVE AND LEAVE RESTRICTION FOR ABUSE OF SICK LEAVE**
- 1243.1 Sick leave that is approved (granted) by an employee's immediate supervisor even though the leave was not scheduled in advance shall be considered "emergency sick leave."
- 1243.2 An employee on leave restriction shall inform his or her immediate supervisor or other supervisor within the chain of command of the employee, of his or her need to take emergency sick leave by contacting the immediate supervisor or other supervisor within the chain of command on the day of the absence. Supervisors and managers shall determine, and inform their subordinate employees in writing, whether notifying a co-worker, leaving a message on the supervisor's voicemail, or sending an electronic mail shall be deemed as "informing the supervisor of the need to take emergency sick leave" or if, in the alternative, employees shall be required to obtain approval by speaking (over the telephone) with the supervisor.
- 1243.3 As stated in subsection 1242.5 of this chapter, sick leave for pre-scheduled medical, dental, or

optical examinations or treatments shall be requested in advance. In all other situations, the employee shall notify his or her immediate supervisor of the need to take emergency sick leave as early as practicable on the first (1<sup>st</sup>) day of absence.

1243.4 An employee's immediate supervisor may restrict an employee from using sick leave whenever it is established by the preponderance that the employee is engaging in a pattern or practice of abuse of sick leave, such as:

- (a) Requesting emergency sick leave in order to avoid certain work shifts or work assignments;
- (b) Requesting emergency sick leave with such frequency that it results in the employee being unavailable immediately preceding or following the employee's consecutive two (2) days outside of the basic workweek; or
- (c) Requesting emergency sick leave with such frequency that it results in the employee being absent part of the workday or an entire workday on a consistent and regular basis.

1243.5 Whenever a supervisor determines that an employee has engaged in the activities set forth in subsection 1243.4 of this section, the employee may be placed on leave restriction.

1243.6 An employee who has been placed on leave restriction shall obtain permission before taking any sick leave without prior approval by the employee's immediate supervisor or other supervisor within the chain of command of the employee.

1243.7 In order to satisfy the "obtain permission" requirement within subsection 1243.6 of this section, an employee who has been placed on leave restriction shall obtain approval to take emergency sick leave by speaking (either in person or over the telephone directly) with his or her immediate supervisor or other supervisor within the employee's organizational unit.

1243.8 An employee under leave restriction who takes emergency sick leave without receiving prior supervisor approval as specified in subsection 1243.7 of this section, shall be placed in an "Absence Without Official Leave" (AWOL) status in accordance with section 1268 of this chapter; may be ordered to obtain a medical examination in accordance with chapter 20 of these regulations; and where appropriate, may be subject to administrative action as applicable.

#### **1244 SICK LEAVE—ADVANCING**

1244.1 Agency heads or their subordinate supervisor designees are authorized to advance to an employee a maximum of two hundred forty (240) hours of sick leave in cases of serious disability or ailments, except:

- (a) When the agency head (or designee) has reason to believe that the employee may not be able to repay the advanced leave;
- (b) When an employee is serving on an appointment with a not-to-exceed date (such as, a

term appointment), in which case sick leave may be advanced only up to the total sick leave the employee would earn during the remainder of the time-limited appointment; or

- (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 (16)-week maximum under the D.C. FMLA.

1244.2 All accrued and accumulated sick leave must be exhausted before the advanced leave is credited to the employee.

#### **1245 FLSA COMPENSATORY TIME—ACCRUING**

1245.1 Compensatory time is an authorized absence from official duty in lieu of payment of authorized overtime as provided in Chapter 11 of these regulations.

1245.2 Compensatory time shall be accrued in fifteen-minute (15-minute) increments. An FLSA non-exempt employee shall be limited to the following amounts of compensatory time:

- (a) A maximum of four hundred eighty (480) hours for employees occupying public safety, emergency response, and seasonal-work positions; and
- (b) A maximum of two hundred forty (240) hours for all other employees.

#### **1246 FLSA COMPENSATORY TIME—GRANTING**

1246.1 An employee to whom the agency head would be willing to grant annual leave, including annual leave in lieu of sick leave as provided in section 1235 of this chapter, sick leave as provided in section 1244 of this chapter, or leave without pay as provided in section 1267 of this chapter, may be granted, at the employee's request, compensatory time in lieu of annual leave, sick leave, or leave without pay.

1246.2 To the maximum extent practicable, compensatory time should be taken within three (3) months after it is earned.

1246.3 Compensatory time shall be granted only in one-hour (1-hour) increments, except that a fractional part of an hour may be granted when it is used in conjunction with the last remaining full hour accrued.

#### **1247 PAYMENT FOR FLSA COMPENSATORY TIME**

1247.1 An employee shall be given a lump-sum payment for any FLSA compensatory time in his or her account at the time of separation from District government service, regardless of the nature of the separation.

#### **1248 EXEMPT TIME OFF**

1248.1 Exempt time off may be authorized as provided in section 1139 of Chapter 11 of these regulations.

- 1248.2 An employee to whom the agency would be willing to grant annual leave, including annual leave in lieu of sick leave, as provided in section 1236 of this chapter, sick leave as provided in section 1243 of this chapter, or leave without pay as provided in section 1267 of this chapter, may be granted, at the employee's request, exempt time off in lieu of annual leave, sick leave, or leave without pay.

#### **1249 – RESERVED**

#### **1250 ANNUAL LEAVE BANK—GENERAL**

- 1250.1 Sections 1250 through 1258 of this chapter are promulgated to implement annual leave bank provisions in sections 1205 through 1211 of the CMPA (D.C. Official Code §§ 1-612.05 through 1-612.11 (2006 Repl.)).
- 1250.2 The Annual Leave Bank Program is applicable to all District government employees who are entitled to accrue annual leave pursuant to section 1203 of the CMPA (D.C. Official Code § 1-612.03 (2006 Repl.)).

#### **1251 ESTABLISHING AND OPERATING ANNUAL LEAVE BANKS**

- 1251.1 Each personnel authority shall:
- (a) Develop written policies and procedures in accordance with these regulations to establish and administer an annual leave bank for employees under its jurisdiction for the purpose of accumulating annual leave donated by employees of that personnel authority for the use of leave bank members of that personnel authority who need such leave because of a medical emergency;
  - (b) Establish and begin operating an annual leave bank for employees under its jurisdiction;
  - (c) Review and approve or disapprove each employee application to become a leave donor under § 1252 and a leave recipient under § 1253; and inform the employee and the employee's agency of the approval or disapproval of the application;
  - (d) Monitor the status of each leave recipient's medical emergency;
  - (e) Maintain, on a leave year basis, the records required by § 1258 of these rules.
- 1251.2 Each agency of the personnel authority shall insure that the automated annual leave account balance of each employee who donates annual leave under the provisions of § 1252 of these rules is reduced by the number of annual leave hours donated to the annual leave bank and that the leave donor's time and attendance report also reflects the reduction.
- 1251.3 Each agency of the personnel authority shall insure that the automated annual leave account balance of each employee who is a leave recipient under the provisions of § 1253 of these rules is increased by the number of annual leave hours received from the annual leave bank and that the leave recipient's time and attendance report also reflects the receipt of annual leave bank hours.

**1252 APPLICATION TO BECOME A LEAVE DONOR AND LEAVE BANK MEMBER**

- 1252.1 An employee may make voluntary written application to the annual leave bank established by his or her personnel authority to become a leave donor at any time during the leave year subject to the limitations provided in § 1252.3. The application shall specify the number of hours of annual leave to be donated and any other information the personnel authority may deem necessary.
- 1252.2 The value of the leave donated by a leave donor shall be an amount equal to the donor's hourly rate of basic pay multiplied by the number of hours of annual leave donated.
- 1252.3 A leave donor may not donate more than a total of one-half ( $\frac{1}{2}$ ) of the amount of annual leave that the leave donor would be entitled to accrue during the leave year in which the donation is made, except that a leave donor may donate restored annual leave without limitation.
- 1252.4 The total amount of annual leave to be donated by a leave donor must be available in the leave account of the leave donor at the time he or she makes application to donate such annual leave; and shall be deducted from the leave donor's leave account effective on the first full pay period following approval of the application by the personnel authority.
- 1252.5 Once donated, annual leave shall not be recredited to the leave donor.
- 1252.6 A leave donor shall become a leave bank member of the leave bank established by his or her personnel authority for any leave year in which he or she donates at least four (4) hours of annual leave to that leave bank.

**1253 APPLICATION TO BECOME A LEAVE RECIPIENT**

- 1253.1 A leave bank member may make written application to his or her personnel authority to become a leave recipient.
- 1253.2 If a leave bank member is not capable of making application on his or her own behalf, another employee of the personnel authority may make written application on the employee's behalf.
- 1253.3 An application to become a leave recipient shall be notarized.
- 1253.4 An application to become a leave recipient shall be accompanied by the following information concerning the potential leave recipient:
- (a) The leave bank member's name, position title, grade and step;
  - (b) The reason(s) the leave is needed, including a brief description of the nature, severity, anticipated duration, and if it is a recurring medical emergency, the approximate frequency of the medical emergency;
  - (c) Certification from one or more physicians, or other appropriate experts, with respect to the medical emergency; and

(d) Any additional information that may be required by the personnel authority.

1253.5 Any expense incurred in obtaining the medical certification required by § 1253.4(c) shall be the responsibility of the potential leave recipient.

**1254 APPROVAL OF APPLICATION TO BECOME A LEAVE RECIPIENT**

1254.1 Each personnel authority shall review the applications to become a leave recipient under procedures developed by that personnel authority for the purpose of determining whether the employee is a leave bank member who is or has been affected by a medical emergency as defined in § 1299.

1254.2 Before approving an application to become a leave recipient, the personnel authority shall determine that:

- (a) The request to become a leave recipient has been necessitated by a medical emergency;
- (b) The absence from duty because of the medical emergency is, or is expected to be, at least ten (10) workdays;
- (c) The potential leave recipient has previously donated a minimum of four (4) hours of annual leave to the annual leave bank in the leave year in which the employee submits the application to become a leave recipient;
- (d) The potential leave recipient has made, and final agency action has been taken on, application(s) for the maximum amount of advanced leave, either sick leave or annual leave as appropriate, available to him or her; and
- (e) The potential leave recipient does not possess paid leave, including compensatory time and personal leave, to cover the expected period of absence from work.

1254.3 In making a determination as to whether a medical emergency is likely to result in a substantial loss of income, the personnel authority shall not consider factors other than whether the absence from duty because of the medical emergency will be at least ten (10) workdays and, as a result of such absence the employee's pay on a biweekly basis will be reduced by more than fifty percent (50%) of his or her biweekly rate of basic pay.

1254.4 The fact that a potential leave recipient's application for advanced leave may have been denied shall not be the sole basis for denying an application to become a leave recipient.

1254.5 The personnel authority shall act upon applications to become a leave recipient in the order in which they are received.

1254.6 The personnel authority shall notify an applicant in writing within fifteen (15) workdays of receipt of the application of the action taken on his or her application. If the application is not approved, the notification shall include the reason(s) for the disapproval.

**1255 CREDITING ANNUAL LEAVE BANK HOURS**

- 1255.1 Upon approval of an application to become a leave recipient, annual leave bank hours shall be credited to the leave recipient effective the first pay period during which the employee suffered a substantial loss of income.
- 1255.2 Annual leave bank hours shall not be used to liquidate any indebtedness for any period of advanced leave.
- 1255.3 Annual leave bank hours shall not be credited to a leave recipient in amounts greater than necessary to provide the employee, when combined with any accrued leave, his or her biweekly basic pay.
- 1255.4 The value of the annual leave received by a leave recipient from the annual leave bank shall be in an amount equal to the recipient's hourly rate of basic pay multiplied by the number of hours of annual leave received.
- 1255.5 When a withdrawal is approved, the personnel authority shall reduce its annual leave bank by the dollar value corresponding to the annual leave credited to the leave recipient.
- 1255.6 When there are insufficient funds in the annual leave bank to fulfill an applicant's request, the personnel authority may only approve an amount that does not cause the annual leave bank to exceed its available balance.
- 1255.7 When leave recipients cannot be granted the full amount of annual leave requested because of insufficient leave bank balances, and additional hours are donated at a later date, the personnel authority shall first reevaluate the request(s) of the leave recipient(s) who did not receive the full amount of annual leave requested prior to acting on subsequently received applications.
- 1255.8 Annual leave shall not be borrowed, contributed or otherwise transferred between the annual leave banks of the various District government personnel authorities nor between District government, Federal Government or any other leave banks.
- 1256 USE OF LEAVE WITHDRAWN FROM A LEAVE BANK**
- 1256.1 A leave recipient may use leave withdrawn from a leave bank only for the specific medical emergency for which the application to become a leave recipient was approved.
- 1256.2 A leave recipient shall continue to accrue annual leave and sick leave while using leave withdrawn from a leave bank.
- 1256.3 During each biweekly pay period a leave recipient is affected by a medical emergency, he or she shall use any accrued annual leave (and sick leave, if applicable) before using annual leave withdrawn from a leave bank.
- 1257 TERMINATION OF MEDICAL EMERGENCIES**
- 1257.1 The medical emergency affecting a leave recipient shall terminate when:
- (a) The leave recipient's employment is terminated; or
  - (b) The leave recipient is no longer affected by the medical emergency.

1257.2 Each personnel authority shall ensure that any annual leave withdrawn from the leave bank and not used before the termination of the leave recipient's medical emergency is returned to the leave bank.

1257.3 Annual leave that is returned to a leave bank shall be credited in an amount equal to the leave recipient's hourly rate of basic pay multiplied by the number of hours of annual leave not used.

## **1258 RECORDS AND REPORTS**

1258.1 Each personnel authority shall maintain the following records on a leave year basis:

- (a) The name, grade, step and scheduled rate of basic pay of each leave donor, the total number of hours of annual leave he or she donated to the leave bank and the corresponding dollar value of the leave donated;
- (b) The number of applications approved and disapproved for medical emergencies affecting employees;
- (c) The number of applications approved and disapproved for medical emergencies affecting an employee's family members; and
- (d) The name, grade, step and scheduled rate of basic pay of each leave recipient, the total number of hours of annual leave he or she received from the leave bank and the corresponding dollar value of the leave received;

1258.2 Each personnel authority shall maintain for each leave year quarter, an accounting of the total hours and corresponding dollar value of employee annual leave donations to and withdrawals from its Annual Leave Bank, and shall report such accounting to the Director of the D.C. Department of Human Resources (DCHR) within thirty (30) calendar days following the end of each leave year quarter.

1258.3 The DCHR shall maintain for each leave year quarter, an accounting of the total hours and corresponding dollar value of employee annual leave donations to and withdrawals from the Annual Leave Bank for employees in subordinate agencies.

1258.4 The Director of the DCHR shall review and compile the accounting reports required by subsection 1258.2 of this section and provide a written report to the Mayor within sixty (60) calendar days following the end of each leave year quarter.

## **1259 EXCUSED ABSENCE IN CONNECTION WITH SERVING AS A BONE MARROW OR ORGAN DONOR**

1259.1 An employee of the District government is entitled to up to seven (7) workdays of excused absence in a calendar year, without loss or reduction in pay, leave, or credit for time of service, to serve as a bone marrow donor.

- 1259.2 An employee of the District government is entitled to up to thirty (30) workdays of excused absence in a calendar year, without loss or reduction in pay, leave, or credit for time of service, to serve as an organ donor.
- 1259.3 The workdays prescribed in §§ 1259.1 and 1259.2 shall be converted to hours.
- 1259.4 The provisions in §§ 1259.1 and 1259.2 shall only apply if the employee is a volunteer donor.
- 1259.5 Each personnel authority shall develop written procedures in accordance with this section.
- 1260 ABSENCE FOR MATERNITY REASONS**
- 1260.1 The granting of approved absence for maternity reasons may be by a combination of one (1) or more of the following:
- (a) Sick leave;
  - (b) Annual leave;
  - (c) Compensatory time;
  - (d) Exempt time off; or
  - (e) Leave without pay.
- 1260.2 Except as provided by the D.C. FMLA, authorizing leave without pay for maternity reasons shall be a matter of administrative discretion on the part of each agency head.
- 1260.3 Leave without pay normally shall be granted only at the request of the employee.
- 1260.4 The agency head shall ensure continued employment in the employee's position or a position of like seniority, status, and pay, to an employee who wishes to return to work following delivery and confinement, unless termination is otherwise required by expiration of appointment, by reduction in force, for cause, or for similar reasons unrelated to the maternity absence.
- 1260.5 Agencies shall apply the same leave policies, regulations, and procedures as are applicable to requests for leave generally.
- 1260.6 Childbirth or complications of pregnancy shall be deemed to be temporary disabilities and shall be treated for leave purposes in the same manner as any other physical condition that incapacitates the employee for the performance of duty.
- 1260.7 Periods of absence related to pregnancy and confinement that are not medically certified as due to incapacitation for the performance of duty shall not be charged to sick leave; they shall be charged to annual leave, compensatory time, or to leave without pay if requested by the employee and approved by the leave approving official.

**1261 FUNERAL LEAVE**

- 1261.1 In accordance with the Funeral and Memorial Service Leave Amendment Act of 2013 (D.C. Law 20-83; D.C. Official Code § 1-612.03 (n)), effective February 22, 2014, an employee shall be entitled to not more than three (3) days of authorized absence without loss of or reduction in pay, or leave to which otherwise entitled, or credit for time or service, to make arrangements for, or attend the funeral of, or memorial service for, an immediate relative, as defined in section 1299 of the chapter.
- 1261.2 Unless the mission of the agency would be seriously impaired, an agency shall grant an employee's request for annual leave, sick leave, exempt time off or compensatory time up to three (3) days upon the death of an immediate relative.
- 1261.3 The days requested for funeral leave need not be consecutive, but if they are not consecutive, the employee shall furnish the approving authority satisfactory reasons justifying the granting of funeral leave for nonconsecutive days.
- 1261.4 An agency may grant funeral leave only from a prescribed tour of duty, including regularly scheduled overtime, from a period during which the employee would have worked, except for absence on funeral leave.

**1262 MILITARY LEAVE**

- 1262.1 For the purposes of this section, the following terms have the meaning ascribed:

**Reserve component of the Armed Forces** – the Army National Guard of the United States; the Army Reserve; the Naval Reserve; the Marine Corps Reserve; the Air National Guard of the United States; the Air Force Reserve; or the Coast Guard Reserve.

**Military leave** – authorized absence without loss of or reduction in pay, leave, or credit for time or service, for the performance of military service as provided in this section. Military leave shall be distinguished from military furlough, which is a period of extended absence without pay while on extended active duty for general military service.

- 1262.2 An employee serving in a permanent appointment, temporary appointment pending establishment of a register (TAPER), term appointment, or indefinite appointment, who is a member of a reserve component of the Armed Forces, shall be entitled to military leave for each day, but no more than fifteen (15) calendar days in any one (1) calendar year in which he or she is on active duty, inactive-duty training under 37 U.S.C. § 101, funeral honors duty under 10 U.S.C. § 12503 and 32 U.S.C. § 115, or engaged in field or coast defense training under 32 U.S.C. §§ 502 through 505.
- 1262.3 An employee serving in a permanent appointment, temporary appointment pending establishment of a register (TAPER), term appointment, or indefinite appointment, who is a member of a reserve component of the Armed Forces, who performs full-time service for the purpose of providing military aid to enforce the law or in support of a contingency operation as defined in 10 U.S.C. § 101 (a)(13), shall be entitled to military leave, for not to exceed twenty-two (22) workdays in a calendar year, for either of the following:

- (a) Federal service under 10 U.S.C. §§ 331, through 333, or other provision of law, as applicable; or
  - (b) Full-time military service for his or her state, the District of Columbia, the Commonwealth of Puerto Rico, or a territory of the United States.
- 1262.4 The pay due an employee who is granted military leave under section 1262.3 of this section shall be subject to the following:
- (a) The pay due the employee shall be reduced by any amount (other than travel, transportation, or per diem allowance) received by the employee for such military service as a member of a reserve component of the Armed Forces;
  - (b) The receipt of military pay shall not only reduce the employee's entitlement to civilian pay as provided in section 1262.4 (a) of this section, but shall also reduce his or her required contribution to the Civil Service Retirement Fund, if applicable, in the same manner as nonpay status reduces such contribution; and
  - (c) Civilian pay shall be reduced only by the amount that the employee receives for military service performed on a workday, and not by any amount that the employee might receive for military service performed on a nonworkday.
- 1262.5 When the D.C. National Guard is ordered to duty to perform the kind of services for which military leave is provided under section 1262.3 of this section, the military leave must be charged to the leave specified therein and an appropriate adjustment made in civilian pay as provided in section 1262.4 of this section.
- 1262.6 An employee serving in a permanent appointment, temporary appointment pending establishment of a register (TAPER), term appointment, or indefinite appointment, who is a member of the D.C. National Guard, shall be entitled to unlimited military leave without loss in pay for each day of any parade or encampment that the D.C. National Guard, or any portion thereof, is ordered to perform under title 49 of the D.C. Official Code by the Commanding General, but does not include time spent at weekly drills and meetings.
- 1262.7 An employee with a scheduled tour of duty shall be entitled to military leave as provided in this section.
- 1262.8 Military leave shall be granted only when competent orders are presented to the appropriate agency official(s).
- 1262.9 Military leave may be taken intermittently, a day at a time, or as otherwise directed under orders issued by competent military authority; provided, however, that the maximum amounts authorized are not exceeded.
- 1262.10 It shall be a prerequisite to entitlement to military leave that the employee was in a pay status either immediately prior to the beginning of the period of military service, or returned to a pay status immediately afterwards.
- 1262.11 An employee shall not be eligible for military leave for the following types of service: