

BEHAVIORAL HEALTH DIVISION



MILWAUKEE COUNTY BEHAVIORAL HEALTH DIVISION

EMPLOYEE HANDBOOK



A DIVISION OF MILWAUKEE COUNTY



BHD Mission and Vision Statement

The Behavioral Health Division provides care and treatment to adults, children, and adolescents with mental illness, substance use disorders, and intellectual disabilities through both County-operated programs and contracts with community agencies. Services include intensive short-term treatment through our crisis services and inpatient services, as well as a full array of supportive community services for persons with serious mental illness and substance use disorders. Long-term inpatient care is provided through the Division's nursing home programs.

Milwaukee County Department of Health & Human Services Values Pledge

- Respect the dignity and worth of each individual I serve and with whom I work.
- Act with honesty and integrity, adhering to the highest standards of moral and ethical principles through my professional and personal behavior.
- Strive for excellence, implementing best practices and measuring performance toward optimal outcomes.
- Work collaboratively, fostering partnerships with others in my service networks and with the community.
- Be a good steward of the resources entrusted to me, using them efficiently and effectively, to fulfill the DHHS mission.
- Honor cultural diversity and be culturally competent and sensitive.

MESSAGE FROM MILWAUKEE COUNTY EXECUTIVE

Dear Fellow Employees,

Thank you for choosing to be a part of Milwaukee County Behavioral Health Division, and contributing to the service we provide every day to our community. It is my sincere hope that you find working at Milwaukee County Behavioral Health Division to be a rewarding experience, and that you continue to learn and grow professionally throughout your career here. I am happy to have you as part of the team.



I am committed to maintaining a respectful and safe work environment and culture that supports you and your good work. I want to see leaders at Milwaukee County Behavioral Health Division provide every opportunity possible for employee development and success. It is through employee engagement that our organization will continue to provide outstanding service to the people of Milwaukee County, and will truly thrive. We sincerely hope that you feel challenged and rewarded while you work at Milwaukee County Behavioral Health Division.

This handbook is an overview of our policies and programs in place at Milwaukee County Behavioral Health Division. Please read this information carefully, and please bring any questions you have to your supervisor or HR representative.

Again, thank you for your commitment to excellence at Milwaukee County Behavioral Health Division.

A handwritten signature in black ink, appearing to read "Chris Abele". The signature is fluid and cursive.

Sincerely,



Chris Abele
Milwaukee County Executive

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This handbook will be updated periodically.
Please refer to the online version for the most up-to-date information
<http://county.milwaukee.gov/BehavioralHealthDivi7762.htm>

OUR WORK ENVIRONMENT

Open Communications

Open communication is essential to ensure we maintain a professional and supportive working environment. We encourage every employee to actively participate in making Behavioral Health Division (BHD) a great place to work, which includes proactively communicating any concerns that arise. Our Open Communication Policy ensures that every employee will be heard, and that we value your views and opinions when making decisions that will improve the workplace and the services we provide.

When you have questions or concerns about your work responsibilities, corrective action, your work environment, or any other work-related issues, please meet with your supervisor to discuss them. Your supervisor understands your work best and is frequently able to address your questions or concerns. If your concern is not resolved, please present it to your Program Director, who will then investigate and provide a solution or explanation. We recommend that you bring the matter to the Program Director as soon as possible after you believe that your immediate supervisor has not resolved the matter. If the problem is still not resolved, we recommend that you present the problem to Human Resources, who will investigate your concerns to reach a final resolution. Human Resources representatives are interested in helping with any type of problem, but their perspective might be particularly useful in situations when you feel the issue is sensitive or confidential, such as matters related to inappropriate workplace conduct (including harassment and discrimination), performance, salary changes or corrective action. You may also report concerns by calling our Employee Relations Hotline at **278-2000**.

Reporting with Integrity

Intentionally making false allegations or unfounded allegations are serious issues that will result in corrective action. Both undermine the reporting process, harm the reputation of others, and will not be tolerated in the workplace.

Equal Employment Opportunity

Milwaukee County's Behavioral Health Division is committed to providing equal employment opportunities to all employees and applicants for employment. All aspects of employment with BHD will be considered without regard to race, color, religion, creed, age, sex, national origin or ancestry, physical or mental disability, veteran status, sexual orientation–gender identity or expression, genetic information, or to any other basis protected by federal, state or local laws.

Harassment

We do not tolerate harassment or discrimination based on race, color, religion, creed, age, sex, national origin or ancestry, physical or mental disability, veteran status, sexual orientation–gender identity or expression, genetic information, or to any other basis protected by federal, state or local laws. If you have a concern about possible harassment issues at work, please immediately report the issue to your supervisor or to Human Resources, so that the issue may be investigated and resolved. In addition, please review Milwaukee County's Sexual Harassment Policy (<http://county.milwaukee.gov/SexualHarassment-Poli17546.htm>). Any harassment allegations will be thoroughly investigated, and, if substantiated, appropriate corrective action will be taken, up to and including termination.

Workplace Violence

Milwaukee County Behavioral Health Division (BHD) is committed to ensuring a safe workplace
7 for employees. BHD maintains a zero-tolerance

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policy that reaffirms the right of all employees to a working environment free from threatening or intimidating behavior by employees, contractors, vendors, or suppliers. Such threatening behavior includes, but is not limited to, any action, word, or use of an object that is intended to harm or intimidate or which has the effect of harming or intimidating another person. Violation of this policy will result in corrective action, including immediate termination. Issues related to behaviors by patients, visitors or other non-employee/non-contracted individuals will be per the appropriate clinical or administrative policy.

Non-Retaliation

BHD maintains a zero-tolerance policy with regard to retaliatory behavior against any individual for good-faith reporting of ethics violations, illegal conduct, sexual or other forms of harassment, discrimination, inappropriate workplace behavior or other serious issues. Any allegations of retaliation will be thoroughly investigated and, if substantiated, appropriate corrective action will be taken, up to and including termination. You may report suspected retaliation to your supervisor, Human Resources Representative, or the Office of Compliance, Safety and Integrity. Upon Joint Commission Accreditation, another option to share concerns regarding quality of care issues by patients, families, caregivers and others is by use of the following toll free number: **1-800-994-6610**. Complaints can also be submitted in writing (regular mail, e-mail, fax,) or via www.jointcommission.org. All reported concerns will not result in any retaliatory action.

Drug Free Workplace

The safety and well-being of employees and the public are critically important. As such, BHD maintains a substance-free workplace. Employees may not possess alcohol or illegal drugs while on work premises, or be impaired by or under the

influence of alcohol or illegal drugs during working hours, or while on work premises. The odor of alcohol on an employee's breath, or behavior at work which may indicate that an employee is under the influence of alcohol or drugs is prohibited and may result in corrective action. An employee will be required to undergo drug and alcohol testing if management has a reason to believe the employee is under the influence of alcohol or other drugs in violation of BHD policy. Employees may also be required to be tested after the discovery of any missing controlled substance or after other unusual events that may indicate a violation of this policy or that mishandling of controlled substances has occurred. In these situations, management may search any BHD property and/or an employee's personal property that has been brought onto BHD property (including but not limited to vehicles, handbags, briefcases, etc.), and the employee may be requested to submit to a search by BHD representative(s) of his/her person and/or property.

An employee's refusal to submit immediately to such a test or search in these circumstances may result in corrective action, up to and including immediate termination. Employees who test positive for any illegal drug, are impaired by alcohol, or test positive for a controlled substance or anesthetic for which they do not have a valid medical prescription, may be subject to corrective action, up to and including termination.

If you believe you have a problem with drugs or alcohol, you are encouraged to contact the Employee Assistance Program (EAP) at **1-800-622-7276** for confidential help. The EAP is a free service for employees and their eligible family members. Also, please review Milwaukee County's Drug Free Workplace Policy at <http://county.milwaukee.gov/DrugFreeWorkplace17489.htm>

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Workers' Compensation

Workplace Injuries & Accidents

If you are injured on the job, you must report the incident to your supervisor immediately, who will report it to Risk Management by completing an Accident/Loss Report Form. Milwaukee County provides Workers' Compensation insurance for employees who are injured at work, or while performing County work. You may be contacted for more detailed information by an insurance representative.

Benefits that may be available to you will be communicated once your eligibility for workers' compensation has been determined. Should a non-employee be injured on our premises (vendor, patient/client, contractor, etc.), please notify your supervisor immediately, to ensure that reporting procedures are followed correctly.

Not immediately reporting workplace injuries can be cause for corrective action, up to and including termination.

Disaster Plan

BHD is in the process of developing a comprehensive "Emergency Operations Plan" that includes specific "Emergency Response Plans", or "ERPs", designed to describe BHD's response procedures when an emergency arises. ERPs range from a pandemic to violent event, snow storm to lock-down. Copies of each will be available at Engineering & Environmental Services (EES, Rm 2331, **257-6967**), Office of Compliance, Safety and Integrity (CSI, Suite 1067, **257-7606**) or on the H: drive (See "Emergency Operations Plan"). Please talk with your supervisor if you have any questions about the Disaster Plan or building evacuation.

Smoking & Use of Tobacco Products

BHD does not allow employees use of tobacco

products in BHD buildings or on BHD property. During breaks, employees may not leave BHD property, but may clock out to leave BHD property during meal periods.

Concealed Carry/Weapons Policy

With the exception of law enforcement or designated security guards, or unless otherwise required by state law, no form of weapons (e.g. knives, guns, stun guns, Tasers, explosives, toxic substances or other items designed to inflict bodily injury on another person) are allowed on BHD premises or buildings. This includes all weapons including those for which a concealed weapons permit has been issued, to the extent permitted by law. Any violations of this policy may subject the employee to corrective action, up to and including termination.

Safety

We are committed to providing a safe work environment to all employees. We strive to provide a work environment that is free of hazards, and that meets federal and state safety and health standards and regulations. We also promote employee readiness and training for situations that may threaten employees' welfare, and support employees in identifying and reducing at-risk behaviors that may contribute to unsafe work practices. Our safety program requires strong cooperation between management and employees, as well as the availability of clear communications mechanisms that allow for the identification of workplace hazards, consideration and implementation of effective and preventative solutions, and the development and coordination of training programs to address safety needs.

Please report any workplace safety concerns to your supervisor as soon as you are aware of the issue. If you do not believe the issue is being resolved within a reasonable time frame, please

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escalate the issue to Human Resources.

Security

Security is everyone's responsibility. The following are a few reminders that you can use to preserve a safe and secure environment at BHD:

- Keep your valuables with you or secured in a locked desk, cabinet or locker.
- Check the ID or work order of any repair person, sales person, or inspector who wishes to enter secured or employee-designated areas.
- Always carry your keys and ID access card with you.
- Report suspicious persons or activity to your supervisor immediately.

Building Access Cards & Keys

Each department has its own process for assigning building ID/access cards and keys. Your access card is for your personal use only. Sharing it with other employees or non-employees represents a serious security breach that may subject you to corrective action, up to and including termination. If you lose your access card or keys, immediately notify your supervisor so that we can ensure the security of all BHD employees, clients and patients. Please turn in your card/keys to your supervisor on your last day of employment.

Communicable Diseases

A communicable disease is one that is likely to transmit life-threatening illness or disease that is readily spread from person to person through casual contact. Examples include tuberculosis, measles, influenza, hepatitis A, SARS. In order to keep all BHD employees, patients and visitors safe, we need your help in the event you are diagnosed with a communicable disease that may cause a threat to the safety and health of others.

If you receive such a diagnosis, notify your HR representative immediately, so that he or she may

consult with the proper authorities to determine next steps. Your medical information will be handled confidentially and consistent with State and Federal laws.

Milwaukee County Behavioral Health Division is working hard to maintain a healthy and safe environment for patients, visitors and staff. Thereby, in an effort to sustain the facility's mission, flu vaccinations are required for all on site contracted and regular BHD staff. This policy is in keeping with current Joint Commission, Centers for Medicare & Medicaid Services and Center for Disease Control standards and recommendations. All BHD employees will be required to receive an annual flu vaccination by the end of November or sign and submit an exemption form to your supervisor.

Restraining Orders

Employees who obtain a restraining order listing Milwaukee County workplace locations as protected areas are responsible for immediately reporting this information to management. Changes to or termination of a restraining order must also be reported immediately.

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HIRING

Job Opportunities

At BHD, we encourage you to think about your career interests, and to talk with your manager about what development opportunities will help you to enhance your skills and prepare for new job opportunities. Please review job postings on the Milwaukee County website <http://county.milwaukee.gov/Careers>. If you are currently engaged in a performance improvement plan, this may impact your ability to be considered for positions for which you apply. While applying and interviewing for a position does not require your supervisor's approval, you are encouraged to notify your supervisor as a courtesy that you are exploring a new opportunity.

Civil Service Appointments

There are different types of "appointments" into positions under the Civil Service at Milwaukee County. These types are defined in the Milwaukee County Civil Service Rules https://library.municode.com/HTML/12598/level2/MICOCOGEO-VOI_APXACISERUMICOGO.html

Medical Examinations

New employees are required to undergo a medical examination, including a TB test. BHD will arrange for the examination and will schedule an appointment. Management may require medical examination at other times during employment (including drug and alcohol screening procedures) of employees as required by state or local law or in accordance with the BHD policy on medical testing.

Licensure & Registration

All employees who perform work that requires licensure, registration or credentialing by BHD or a regulatory agency are responsible for presenting those credentials during hiring process, and

for maintaining those credentials throughout the course of their employment. Failure to maintain credentials or falsification or misrepresentation of credentials may result in an unpaid suspension or termination of employment.

New Employee Orientation

All new employees, regardless of shift, are required to complete a general BHD orientation prior to providing care, treatment, or service, starting on-the-job training and/or orientation in their assigned BHD positions. Employees will be paid for time spent in orientation. Orientation must be completed within 60 days of employment.

Parking

Employees are required to obtain and display a BHD parking permit and to park only in designated areas as required by BHD. Employees are not allowed to park in the areas reserved for BHD patients and visitors.

Release of Reference & Verification Information

If you are in need of employment or income verification, you can utilize The Work Number. The Work Number is a vendor that manages all employee verification requests (<http://county.milwaukee.gov/HumanResources/Employment--Income-Verificatio.htm>). Supervisors are not authorized to provide employment references.

Outside Employment

Employees may hold secondary employment unless it would create either directly or indirectly a conflict of interest with BHD or impair in any way the employee's ability to perform the responsibilities of the position. Any employee who holds a management position must disclose any other employment, including consulting arrangements, and obtain prior approval from the BHD Administrator.

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BHD encourages disclosure of secondary employment to the department head to ensure that the secondary employment will have no adverse impact on your employment at BHD.

Reasonable Accommodation

Milwaukee County is committed to providing reasonable accommodations to qualified, disabled applicants and employees. If you would like to request a work accommodation based on a medical condition, please contact your supervisor or Human Resources representative.

Nepotism

Every attempt is made to avoid favoritism, the appearance of favoritism, and conflicts of interest in employment decisions. As such, BHD prohibits any employees who are family members from working within the same chain of management. Family members are defined as an employee's parent, child, spouse, domestic partner, brother, sister, grandparent, and any step-relationships within these categories, as well as an employee's father-in-law, mother-in-law, and sister or brother-in-law. No employee should be in a position to influence or evaluate the work of a relative. Employees are required to disclose changes in their personal situations that may relate to this Nepotism Policy, so they can work with BHD to seek a solution to ensure a professional work environment.

COMMUNICATION

Protected Health Information Confidentiality & Security

The Milwaukee County Behavioral Health Division is subject to HIPAA, as well as additional state and federal privacy laws. These regulations demand that covered entities prevent unauthorized access to "Protected Health Information" or PHI. PHI

includes, among other identifiers, patient names, addresses, social security numbers and medical record numbers; and all information pertaining to the patients' health and payment records. PHI can be found in verbal, written and electronic formats. Access to Protected Health Information shall be on a need to know basis and, with the exception of patient care and treatment, used in accordance with a policy of providing the "minimum necessary" information. Electronic PHI must not be received, transmitted, or stored if it is not electronically secured.

BHD HIPAA policies and procedures are reviewed during new employee orientation and can be found in the BHD policy file on the "H Drive". As a BHD employee, you are responsible to follow these policies and procedures to protect the privacy and security of information. The BHD Medical Records Director is the BHD Privacy Officer. Inquiries relative to HIPAA policies and procedures should be directed to the HIPAA Privacy Officer. If you are aware of a HIPAA violation or a breach in which PHI is unlawfully disclosed, it should be reported immediately to the HIPAA Privacy Officer. Violations of HIPAA are extremely serious and may result in corrective action up to and including termination. Unlawful disclosure of Protected Health Information can also lead to civil prosecution.

Non-disclosure/Confidentiality Commitment

In healthcare operation, you are linked with a medical environment that sets high ethical standards of conduct. You are entrusted with confidential records and data, or may overhear information of a confidential nature. Medical records are clinical/legal documents and must be treated as confidential materials to be protected for the welfare of the patient/client and operations. There are definite rules and guidelines governed by state and federal statutes and BHD hospital and commu-

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nity services policy regarding the release of medical record information. In most cases, written consent of the patient/client must be obtained. All requests and matters regarding release of medical records information (unless previous permission has been granted) are to be handled by the Medical Record Department, room 1025. Requests for any medical record information received in other areas/departments of the Division should be forwarded to the Medical Record Department. All questions about record access should also be directed to the Medical Record Department.

You share in the responsibility to uphold the confidentiality standards as you become aware of any type of confidential information (verbal, written, or electronic) regarding patient/client care. It is expected that you will conduct yourself in a manner that demonstrates to staff, to patients/clients and to visitors that BHD is one in which the confidentiality of medical records and patient/client information and dignity are fully respected. Your obligation to our patient/clients is to ensure that the patient/client's right to privacy is not violated by improper release of confidential information.

Inappropriate use of patient/client information is prohibited. Below are some examples of the types of behavior that will be subject to corrective action, up to and including termination (however, this list is not exhaustive):

- Accessing patient/client information in County systems, without a legitimate work-related business need to know the information.
- Sharing confidential patient/client information with others, inside or outside of Milwaukee County, who have no work-related business need to know the information.
- Providing any patient/client information to the public, unless release of the information was approved through the formal Opens Records Request process.

- Utilizing a patient/client's information for one's own gain.

Misusing patient/client information is subject to corrective action, up to and including termination.

Email

All BHD employees have access to Milwaukee County email, which is the main avenue used by BHD to communicate with employees about important information or upcoming changes. Employees are responsible for checking their e-mail on a daily basis for important communications.

Bulletin Boards

BHD bulletin boards are located in various areas throughout the facility. Please review bulletin boards daily for pertinent BHD or departmental information. Bulletin boards are for official BHD communications; personal items or notices may not be posted and may be removed.

Internet Guidelines

In today's world the internet and social media play an important function. Sites like Facebook and Twitter help keep us connected to friends and family. We get our news and information from websites and podcasts, and e-mail and instant messaging or texting have become central to our day-to-day communication. When you are online, you are representing both yourselves personally and BHD. It is not our intention to restrict your ability to have an online presence on personal time, or to mandate what you can and cannot say. However, we would like to provide you with guidelines for appropriate online conduct, and to avoid the misuse of this communication medium.

Guidelines:

- Do not post any confidential, proprietary or sensitive information that relates to BHD or department operations.
- Avoid making comments that could reflect

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poorly on you and BHD. Remember, you are a representative of BHD and should strive to portray BHD in a positive light.

- Social media sites are not the appropriate forum for venting personal complaints about supervisors, co-workers, patient/clients, or the organization.
- As a County employee, be aware that you are responsible for the content you post, and that information remains in cyberspace forever.
- Use privacy settings when appropriate. Remember, the internet is immediate and nothing posted is ever truly private, nor does it expire.
- If you see unfavorable opinions, negative comments or criticism about yourself or BHD, do not try to have the post removed or send a written reply that will escalate the situation. Forward this information immediately to your supervisor to be reviewed.

If you have any questions about this policy or a specific posting out on the web, please contact your supervisor or Human Resources representative.

Keep in mind, excessive personal or inappropriate use of technology at work will result in corrective action, up to and including termination.

Incident/Risk Management Reports

It is the policy of the BHD that incidents and exposure to risk will be reported, monitored and investigated if indicated. Such incidents include, but are not limited to those involving patients/residents/clients, staff, students, volunteers, security or contracted personnel and visitors. Examples include, but are not limited to, allegations of caregiver misconduct, possible patient/resident/client injuries of unknown origin, death, serious injury and physical or sexual assault. Staff must first immediately verbally notify their supervisor about such incidents. Staff will then complete an Incident/Risk Management

Report form before the end of the working shift and submit it to your supervisor. Specific policies and reporting procedures will be followed for each type of incident as indicated.

Media Relations

If you receive any contact by members of the media at work, refer them to management, and do not attempt to answer questions from the media. All media inquiries during working hours are responded to by Community Relations Coordinator, Milwaukee County Department of Health & Human Services (cell: **414-659-3169**). Failure to forward media calls to the Community Relations Coordinator could result in inaccurate or misinterpreted information representing BHD to be made public. Any violation of this policy may result in corrective action, up to and including termination.

Solicitation

To avoid disruption of BHD operations or disturbances of patients, in working areas or patient care areas, employees may not solicit or distribute literature at any time.

Telephone Calls, Personal Cell Phones

Personal telephone calls must be limited to calls of an urgent or emergency nature. Personal calls of a non-emergency nature are to be made during break times and away from business/patient areas. Non-county issued cell phones, smart devices and blue tooth devices must remain off during working, non-break periods, unless otherwise approved by your supervisor.

Property Searches

BHD-owned locks will be issued to employees and must be used on BHD lockers. BHD property, including but not limited to lockers, desks, file cabinets and vehicles used by BHD employees, is subject to being searched.

HOURS OF WORK & PAYROLL PRACTICES

Employee Status

Full-Time: employees regularly scheduled 30-40 hours per week (1,560 – 2,080 hours per year).

Part-Time: employees regularly scheduled 20 – 29 hours per week (1,040 – 1,508 hours per year).

Hourly: employees scheduled for work based on departmental needs.

At BHD, jobs exist in a variety of categories:

- Exempt or Nonexempt (referring to FLSA status)
- Classified or Unclassified (relating to Civil Service Rules)
- Represented or Non-Represented (referring to union membership)
- ECP and non-ECP (Executive Compensation Plan – referring to senior management)

It can be confusing to navigate the different types of job classifications that exist at BHD. If you have questions about the categorization of your own position, please contact your supervisor or Human Resources representative.

Pay Period

Pay Periods are biweekly. A biweekly pay period begins at 12:00am, Sunday, and ends on the 14th day at 11:59pm on Saturday.

Paychecks

Employees receive 26 paychecks annually. Employees not enrolled in direct deposit will be assigned an AccelaPay Card. Your paycheck will be automatically deposited into your bank account or AccelaPay Card every other Thursday. If the designated Thursday is a major holiday, the funds will be deposited the prior day.

Payroll Deductions

Milwaukee County automatically deducts from employee paychecks for health insurance, pension contributions, or other elected or manda-

tory deductions. Should you become indebted to Milwaukee County for any reason related to your employment, the debt owed may be deducted from your paycheck or other monies owed to you. This may be done for any reason as permitted by federal and state law. If you are overpaid, the County may withdraw the overpayment from your direct deposit account, or may demand payment from you.

Time Reporting

All employees should keep track of their time worked and record it accurately in Ceridian Time and Attendance at the end of a payroll period, or as directed by your supervisor.

<https://sourcetimepro1.ceridian.com/>

If you are a nonexempt employee (most employees) you must record the exact time worked as directed by your supervisor, indicating when you start and end each work shift, including meal breaks. Exempt employees must report all time worked; vacation, personal, sick or holidays paid, accrued, or used.

Breaks & Meal Periods

Wisconsin law does not require that employers provide brief rest periods or meal periods to adult employees, but at Milwaukee County we strongly encourage supervisors to provide breaks in order to ensure a safe and healthy work environment if coverage allows. Availability to offer breaks may vary by program area. Check with your supervisor to determine the break procedures in your program area. We ask that managers provide 30 minute meal breaks.

Employees working more than a five hour shift are required to take a thirty-minute meal period. Third shift employees are exempt from this requirement. The meal period is the employee's time and is not compensable. Meals should be eaten in non-work areas provided for that purpose. If an

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employee chooses to leave the premises for lunch they must first clock out, and clock in when they return from lunch.

NOTE: In the state of Wisconsin, employees under 18 years of age may not work longer than 6 hours without receiving at least a 30-minute, duty-free meal period.

Overtime

While employees need sufficient relief and rest, at times it may be necessary for employees to work some hours in excess of their regular schedule. Overtime must be approved in advance by your supervisor.

Accrued Time Off Donor Program

At Milwaukee County, we have a special program that provides you an opportunity to voluntarily donate some of your accrued time off (personal, holiday or vacation time) to another County employee who is experiencing a potentially life-threatening illness. A link to this program is provided here, along with information about the process to apply. <http://county.milwaukee.gov/AccruedTimeOffDonor17488.htm>

Ceridian Self Service

All employees at Milwaukee County have access to Ceridian Self-Service: <https://sourceselfservice2.ceridian.com/milwcnty>. Personal information, such as change of address, emergency contacts, direct deposit information, W-4 tax forms, or review of earnings statements can be completed at this website. If you need assistance learning how to use self-service, please talk with your department HR or payroll representative.

STANDARDS OF CONDUCT & EMPLOYEE PERFORMANCE

Attendance/Hours of Work

The Milwaukee County Behavioral Health Division, as a health care and human services provider, is committed to ensuring a productive and accountable workplace that meets standards and maintains a safe, therapeutic environment for patients and staff. Within the Division some employees will have job assignments that require 24 hour, 7 day-a-week staffing. It is expected that all employees will be at work on time, ready to perform their assigned duties.

Employee responsibilities include, but are not limited to:

- Attending work on a regular basis.
- Arriving at work on time each day.
- Scheduling with their supervisor in advance for any time off needs.
- Confirming that requested time off has been approved prior to taking the time.
- Reporting absences with honesty and integrity.

Employee attendance is essential to effective team functioning in all departments. You are expected to notify your supervisor as far in advance as possible of absences (specific policy guidelines on what constitutes adequate advance notice is to be provided by your supervisor). Please communicate the estimated date of return on a daily basis or as agreed upon with your supervisor.

Use of sick days must be approved by your supervisor. Employees are responsible for appropriately managing their use of sick time and communicating with their supervisor regarding these matters. Unanticipated absence or tardiness places a burden on patients, co-workers and overall operations, negatively impacting work flow and morale. Excessive tardiness or absenteeism will result in corrective action, up to and including termination.

Probationary Period

For most positions at Milwaukee County, the first 1,040 hours of employment is considered to be your Probationary Period. During this time, you should work with your supervisor to determine whether or not the position is a good match, and to ensure you have received adequate training. Should your work performance not meet expectations during your Probationary Period, your supervisor may either recommend to Human Resources an extension to your Probationary Period, or may terminate your employment without providing formal corrective action.

Performance & Conduct

At Milwaukee County, we strive to retain employees who demonstrate the skills, knowledge and conduct that are consistent with the overall mission of BHD. If your work or behavior does not meet expectations, coaching and/or formal corrective action may occur, in order to provide you an opportunity for improvement. However, if improvement does not occur over a reasonable time frame, this may eventually lead to termination of employment. In addition, there may be extreme situations when your employment may be terminated without prior warnings. Examples of situations that might trigger immediate termination include (but are not limited to) caregiver misconduct and theft or violence in the workplace.

Business Appearance

The impression you make on others begins with your appearance. Our patients, residents and customers look to our employees to display the highest levels of professionalism and competence at all times. An employee's attire plays an important role in projecting that image. Clothing must be neat, clean, and portray a professional image. The expectation is that staff will wear "business casual": business-appropriate clothing includes,

STANDARDS OF CONDUCT & EMPLOYEE PERFORMANCE

for example, khaki pants, slacks, and skirts. Clothing considered not appropriate for work include blue jeans, tight or short skirts, t-shirts, sweat-shirts, and active wear, for example.

Cleanliness, proactive hygiene practices and appropriate work attire decrease pathogens, and create a safe environment for patients and employees. Please refrain from using excessive make-up or heavy perfumes/colognes, as they may negatively affect patients. Gauged and/or large hooped earrings are not permitted at work for public health reasons. Removing a gauged earring and covering your ear with a skin-tone band aid is acceptable. Also, long and/or artificial fingernails are not allowed in patient care areas. In addition, for safety and health reasons, open toed shoes are not allowed on patient units.

Your department may adopt additional guidelines. Upon adoption, these guidelines will be communicated with staff in those areas. Employees are expected to use good judgment and dress in a professional manner that is appropriate to the work surroundings, and suited to the job.

Performance Evaluation

We believe that it is critically important for all employees at BHD to receive both positive and constructive feedback about their work performance. At least annually, all employees should receive a formal, written performance evaluation of their work based on standards established by their manager. Employees and their supervisors are also encouraged to hold informal performance discussions throughout the year.

Corrective Action

Supervisors are expected to provide ongoing feedback, coaching and counseling to employees. BHD's corrective action process for attendance and/or performance issues may include written

reprimands and/or immediate termination dependent upon the conduct involved.

EMPLOYEE BENEFITS & SERVICES

Employee Assistance Program

The challenges you face each day can lead to stressful feelings, and at times you may feel overwhelmed. Your home life, your happiness, and your performance at work can all suffer. The Employee Assistance Program is designed to provide confidential support for everyday challenges or more serious problems faced by employees. It is available 24/7, any time it is needed. To reach a counselor, call **800-622-7276**, or log onto www.liveandworkwell.com, access code "Milwaukee."

Benefit Plans Information

Milwaukee County provides a variety of benefits to employees, including health and dental insurance, flexible spending accounts, dependent care reimbursement accounts, a pension plan, deferred compensation program, a bus pass program, and more. This information is available in detail on the Employee Benefits web site <http://county.milwaukee.gov/EmployeeBenefits>. Open enrollment for all employees takes place in November each year.

Vacation

Vacation is provided as follows:

Length of Service	Vacation Time Accrued
1 to 5 years of service	2 weeks
5 to 10 years of service	3 weeks
10 to 15 years of service	4 weeks
15 to 20 years of service	5 weeks
20 years of service	6 weeks

New hires or rehires receive vacation during their first year according to the following formula:

Number of full months remaining in calendar year after hire/rehire ÷ 12 months in year x 80 hours per pay period = number of vacation hours earned.

Also, employees receive their full allotment of vacation time on January 1st of the year following their original date of hire.

Prorated Vacation

Employees who are scheduled to work less than forty (40) hours per week or less than two thousand eighty (2,080) per year receive vacation benefits on a prorated basis.

Vacation at Termination

If your employment ends and you have not taken all of the vacation time you have earned, you will be paid any unused vacation if you have worked at least 2,080 hours since your hire/rehire date.

Carryover of Vacation Hours

Employees may not carryover more than seven days (56 hours) of unused vacation beyond the end of the calendar year.

Personal Days

Each year, eligible employees will receive 3 personal days, in addition to vacation, accrued holidays and compensatory time.

- Employees will receive personal days during their first calendar year of employment as follows:
 - Hired on or before April 30th = three days
 - From May 1st through August 31 = two days
 - From September 1st and thereafter = one day
- Personal days must be used by December 31st of each year, or will be lost.

Sick Time Accrual

Milwaukee County employees earn sick time hours which may be used for employee illness and other approved time away from work.

- Sick allowance, based on a 40-hour work week, is earned at a rate of 3.7 hours per pay period, which equals 12 days per year. Sick time is based on a 40-hour work week; for example, a 20 hour per week employee would accrue sick time at 1.9

EMPLOYEE BENEFITS & SERVICES

hours per pay period.

- Sick time accrues with every pay period, and keeps accruing for the entire length of one's employment with Milwaukee County, unless absent without pay for more than 3/8 of the required hours.
- An employee must be employed for six months before he/she is able to use any of his/her accrued sick time hours.
- You can accumulate up to 960 hours of sick time. Employees who currently have more than 960 hours of accrued sick time may keep and use that time, but will not accrue additional sick time unless their sick balance drops below 960 hours. When sick time is used, time accrued before June 24, 2012 is used up before time accrued after that date.

Unused Sick Time

An employee who leaves Milwaukee County service for any reason other than retirement loses any accrued sick allowance hours. Employees who return to Milwaukee County service will receive 20% of cancelled sick leave allowance restored, up to 960 hours, after every additional six months of service, except:

- Employees who have been discharged after a hearing before the Personnel Review Board
- Employees who return to active employment more than three years following their previous termination of employment
- Employees who have received retirement benefits under Chapter 201 or 203 at:
 - <http://county.milwaukee.gov/RetirementBenefits16143.htm>

Funeral/Bereavement Leave

All full-time and part-time employees are generally allowed up to 3 days with pay (deducted from their sick accrual) to attend the funeral of a member of their immediate family or step-family. Immediate

family or step-family members include spouse/partner, children of the employee or the employee's spouse/partner, parents of the employee or the employee's spouse/partner, and the employee's brothers, sisters, grandparents and grandchildren. Other significant, close personal relationships not explicitly covered by this policy may qualify for leave under this policy at the discretion of your supervisor.

In addition, if the funeral is more than 150 miles from your home, you may take an additional time off with pay. The paid time off is limited to the hours you are normally scheduled to work during the 3-day period surrounding the funeral. Your supervisor may require you to produce documentation that verifies the reason for your use of funeral/bereavement leave.

If you need additional time off related to funeral/bereavement, speak with your supervisor and/or your Human Resources representative about the possibility of taking additional time off through the use of vacation time or unpaid personal leave.

Paid Holidays

The following days are recognized by Milwaukee County as paid holidays:

NOTE: *Election Day is considered a minor holiday in even numbered years only*

New Year's Day	January 1st
Martin Luther King Day*	3rd Monday in January
Presidents' Day*	3rd Monday in February
Memorial Day	Last Monday in May
Independence Day	July 4th
Labor Day	1st Monday in September
Election Day*	1st Tuesday in November
Veterans' Day*	November 11th
Thanksgiving	4th Thursday in November

YOUR ATTENDANCE AND TIME OFF

Day After Thanksgiving*	Friday after the 4th Thursday in November
Christmas	December 25th

* Minor Holidays (staffed)

- Minor Holidays refer to those days that are recognized as holidays; however, Milwaukee County is still open for business during normal hours of operation.
- If a major holiday falls on a Saturday, it may be observed on the previous Friday. If a major holiday falls on a Sunday, it is observed on the following Monday (except for 7-day service).
- With your supervisor's approval, you have the option to observe a holiday and receive holiday pay or elect to work the holiday and accrue up to eight hours of holiday time.
- If you are an FLSA non-exempt employee, you must use holiday time within six months of accruing it. If you are unable use it within the six-month time frame, the time may either be paid out or scheduled off by your supervisor.

Please refer to all appropriate labor agreements for provisions regarding holiday time.

In-Service Education

An important element in building a learning culture is offering in-service education/training to employees. All employees may be given the opportunity to participate in job-related training programs during the scheduled work hours and are encouraged to participate. Employee participation and attendance at some educational programs may be required. If a non-exempt employee is requested by BHD to attend education programs during off-duty hours, he/she will be entitled to compensation for the time spent in such training. All in-service training must first

must be approved by the Department Head.

Educational Assistance - Tuition Loan Fund Program

Full time employees who have completed their probationary period may, subject to approval by Human Resources, receive interest free college tuition loans from \$100 up to \$1,500 per semester. The loans are to be repaid through payroll deductions over a maximum of ten bi-weekly periods. Tuition loans must be repaid in full before a new loan is secured.

Requirements:

1. Courses must be related to the employee's job. Questions should be directed to your supervisor.
2. Certain courses will not be approved for tuition loan including, but not limited to: sports, fitness, and recreation classes.
3. Courses must be taken on the employee's own time.
4. Loans will be made for tuition only and cannot be applied to books, fees, past balances, etc.
5. Only courses at colleges and vocational schools, as well as certain correspondence courses and workshops related to County work, may be approved.
6. Applications will be considered in the order in which they are received and to the extent funds are available. Courses available through in-service training programs will not be approved.
7. Application forms must be received by Human Resources prior to the class start date. The forms must include the application and the signed promissory note.
8. Tuition Fee Statements must be submitted in order for the application to be processed.
9. For complete information, contact the Milwaukee County Department of Human Resources, Room 210, Courthouse.

EMPLOYEE LEAVES OF ABSENCE & TIME OFF

Jury Duty

You may receive a notice that you are being called for jury duty. Please provide a copy of this letter to your supervisor. Please communicate to your supervisor as to whether or not you are selected, and what the anticipated length of time will be for the absence. Your regular salary will be paid while you are at jury duty, but any fees you receive for having served as a juror or witness should be delivered to the BHD Fiscal Department.

Military Leave

Military Training Pay

If you are a member of the armed forces of the United States, you may take a military training leave of absence with pay for a period of up to 15 working days per year.

- Any request for use of military training leave must be accompanied by a signed Military Training Leave form and provided to your supervisor.
- You may accept your normal County pay for such time, or you may receive military pay, but not both.
- If you choose to receive County pay for such time, you must submit your federal military base pay to your department payroll representative.
- Military Training Pay is not intended for those called to active duty.

Active Duty Military Leave

A member of the armed forces of the United States may take a leave of absence without pay for a period exceeding 30 days, as granted by the department head or the appointing authority. If you are on a military leave of absence, you must notify the department head, either in person or in writing, of your readiness to return from the leave at least ten days before the date of expiration of your leave. Upon the return from active service,

you will be restored to your position provided that:

- You present a certificate or other evidence that the period of training or service has been satisfactorily completed;
- You are still qualified to perform the duties of your position;
- You make application for re-employment within 90 days after being relieved from the training or service;
- Milwaukee County's circumstances have not changed as to make it impossible or unreasonable to re-employ you;

Service toward seniority or salary advancement will not be interrupted by taking an active duty military leave of absence.

Federal Family Medical Leave Act (FMLA)

Under the Federal Family and Medical Leave Act of 1993 (FMLA), eligible employees are entitled to a total of 12 work weeks of unpaid, job-protected leave in a calendar 12-month period for the following reasons:

- Birth, adoption or Foster placement of a child (new child leave) (must end within one year after the birth, adoption or placement).
- The care of a spouse/partner, child (generally under 18) or parent with a serious health condition. You can take family care leave to care for your parents-in-law only under the Wisconsin FMLA.
- The employee's own serious health condition in which the employee is unable to perform the functions of his or her position.
- Any qualifying exigency, as defined by law, due to an employee's spouse/ partner, child, in loco parentis active duty, or being called to active duty in a foreign country (Active Duty Leave).

EMPLOYEE LEAVES OF ABSENCE & TIME OFF

Additionally, an eligible employee is entitled to up to 26 weeks of leave during a single 12-month period, measured from first day of leave, to care for a spouse/partner, child, parent, or next of kin (as defined by law) who is a current member of the Armed Forces, including a member of the National Guard or reserves. This leave is available to care for a service member who incurs a serious illness or injury in the line of duty (or has a condition which existed before the beginning of the members active duty and was aggravated by service in the line of duty on active duty in the Armed Forces) that renders the individual unfit to perform the duties of the individual's office, grade, rank or rating (Military Caregiver leave).

The Military Caregiver leave is also available to care for a spouse/partner, child, parent, or next of kin (as defined by law) who is a veteran of the Armed Forces and is undergoing medical, recuperation, or therapy for a serious injury or illness (as defined above) that manifested before or after the individual became a veteran, as long as the veteran was in the Armed Forces within the five years preceding the date on which the medical treatment, recuperation, or therapy is provided. During that single 12-month period, the eligible employee is entitled to a combined total of 26 weeks of leave for any qualifying purpose under the Family and Medical Leave Policy.

Wisconsin Family Medical Leave Act (WFMLA)

Unlike leave under the federal law, the Wisconsin law gives an employee three (3) separate FMLA leave banks. During a calendar year, an employee is entitled up to:

- Six (6) work weeks of leave for the birth or adoption of a child (new child leave) (must begin within 16 weeks of the birth or adoption)

- Two (2) work weeks of leave for family members' serious health condition(s) (family care leave)
- Two (2) work weeks of leave for your own serious health condition (medical leave)

Eligibility Requirements

You may be eligible for Federal FMLA leave under this policy if you have been employed by Milwaukee County for at least 12 months and have actually worked at least 1,250 hours of work during the 12-month period immediately preceding the commencement of the leave. You may be eligible for Wisconsin FMLA if you have worked or been paid for at least 1,000 hours in the last 52 consecutive weeks. Please click here: <http://county.milwaukee.gov/FMLAPolicy17490.htm> for a full description of how you can apply for Family & Medical Leave, and other key eligibility requirements.

Please see your supervisor or Human Resources representative with any questions about eligibility.

Your Responsibilities

Follow all appropriate reporting procedures, whether your leave is for a single block of time or intermittent:

- Provide notice of the need for leave to both your supervisor and Risk Management within the time frames set forth in this policy.
- Provide at least 30 days advance notice for leaves that are foreseeable, such as birth, adoption, planned medical treatment, etc.
- Where 30 days advance notice is not possible, and for leaves that are not foreseeable, such as medical emergencies, notice must be given as soon as practicable—the same or next business day the employee learns of the need for FMLA leave. When the need for FMLA is not foreseeable, the employee must comply

EMPLOYEE LEAVES OF ABSENCE & TIME OFF

with Milwaukee County's usual notice and procedural requirements for requesting leave, absent unusual circumstances.

- Notice of Active Duty leave, if foreseeable, must be made as is reasonable and practicable. Failure to provide notice may affect the approval of your request for a leave.
- Complete the required forms and follow all designated procedures required by Milwaukee County.
- Furnish the appropriate medical certification and, if requested, periodic recertification for your serious health condition or qualifying exigency within 15 business days of receipt of the request by Risk Management.
- If applicable, furnish Risk Management with intermittent leave forms within two (2) business days of your return to work.
- Failure to do so may result in Milwaukee County delaying or denying your leave and possible corrective action up to and including termination of your employment.
- If applicable, provide documentation from your health provider of your release to return to work with Milwaukee County's "Fitness-for-Duty Certification" form which will be provided to you if your FMLA leave is for a single block of time.

Important Information About Leaves Under This Policy

All absences that qualify under the Federal FMLA and Wisconsin FMLA will count toward your qualifying FMLA leave entitlement, meaning the twelve weeks of FMLA leave under federal law runs concurrently with FMLA leave under Wisconsin law. Further, injury pay and worker's compensation is counted against the employee's FMLA federal and Wisconsin leave entitlement if the employee is qualified for FMLA leave.

FMLA leave itself is unpaid, however, under federal FMLA, Milwaukee County and the employee may substitute accrued vacation, holiday pay or other types of personal accrued time (OT, personal or compensatory time) for any type of unpaid FMLA leave. Neither the employee nor Milwaukee County may substitute sick leave for new child or qualifying exigency leave under Federal FMLA. Both the employee and Milwaukee County may substitute accrued paid sick leave for FMLA leave due to the employee's own or family member's serious health condition. Under Wisconsin FMLA, the employee alone can substitute any kind of accrued paid leave for any kind of FMLA leave. The total amount of FMLA leave taken by spouses who are both employed by Milwaukee County may be limited as allowed by law. Milwaukee County reserves the right to require a second and/or third medical opinion.

Milwaukee County recognizes and respects the use of Family Medical Leave where appropriate. However, fraud, abuse or misuse in requesting or taking FML will result in corrective action, up to and including termination.

I CAN'T FIND WHAT I'M LOOKING FOR

I can't find what I'm looking for....

If you are unable to find what you are looking for in this handbook, please ask your supervisor or Human Resources representative. We are happy to answer any questions or help resolve concerns.

EMPLOYEE ACKNOWLEDGEMENT

EMPLOYEE HANDBOOK ACKNOWLEDGEMENT FORM

This Employee Handbook presents important information to help you become acquainted with Milwaukee County. It is not intended as a comprehensive resource for all policies and their interpretations. I understand that I should consult my supervisor or Human Resources representative if I have any questions that are not answered in the handbook.

I understand that the policies and benefits described here are subject to change. I acknowledge that revisions to the handbook may occur with or without notice at the sole discretion of Milwaukee County. All such changes will be communicated through official notices, and I understand that revised information may replace, modify, or cancel existing policies.

I understand and acknowledge that this handbook is not a contract of employment or a legal document. My signature below indicates that I have received the handbook, and I understand that it is my responsibility to read and comply with the policies contained in this handbook and any revisions made to it.

EMPLOYEE'S SIGNATURE

DATE

EMPLOYEE'S NAME (PLEASE PRINT LEGIBLY)

CLOCK NUMBER

The signed original copy of this acknowledgement form will be sent to your supervisor, who will forward it to the Department of Human Resources, Courthouse, Room 210.

This handbook will be updated periodically.
Please refer to the online version for the most up-to-date information
<http://county.milwaukee.gov/BehavioralHealthDivi7762.htm>