



INDIANA DEPARTMENT OF HOMELAND SECURITY  
EMPLOYEE HANDBOOK

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## IDHS MISSION, VISION, AND VALUES

The Indiana Department of Homeland Security (“IDHS”) works 24 hours a day, 7 days a week to protect the people, property, and prosperity of the State of Indiana. We pursue this mission in order to achieve the highest level of safety and security for Indiana’s citizens, businesses, infrastructure, and economy. It is also IDHS’s goal to efficiently and effectively mitigate and respond to threats and disasters, both natural and manmade. The IDHS team works tirelessly to achieve its vision by focusing on the following three values:

- 1. People.** IDHS works to enhance the safety and security of Indiana residents by ensuring that first responders, such as firefighters and EMTs, are properly trained and certified to effectively and efficiently provide assistance during emergencies; by supporting security measures during major events; and by continuously maintaining awareness and standing ready to respond to potential hazards and threats.
- 2. Property.** IDHS works to ensure that publicly used buildings, such as businesses and schools, are compliant with fire and building codes; that our cities and towns are provided with continuous support and resources through the State’s Emergency Operations Center in times of crisis and natural disaster; and that our critical infrastructure is protected.
- 3. Prosperity.** IDHS works to ensure that economic activity will continue during and after a natural disaster or manmade crisis by administering disaster mitigation, response, and recovery grant funding from both the state and federal government; by planning and training so that IDHS is able to help minimize the impact of a disaster; and, when necessary, quickly assess damage and seek assistance from the federal government.

## PURPOSE OF THE IDHS EMPLOYEE HANDBOOK

The purpose of this handbook is to provide standards, procedures, and policies that are specific to IDHS employees and are supplemental to the State Personnel Department’s (SPD) State of Indiana employee handbook, SPD’s standardized policies, the Indiana Code of Ethics, the Information Resource Use Agreement (IRUA), the Indiana Department of Administration’s (IDOA) fleet management policy, and all other standardized policies, rules, or laws that may apply to IDHS employees as State of Indiana employees. This handbook is a summary document and supplement to the policies listed above. To the extent that the State Personnel Department’s Handbook or Standardized Policies and Procedures cover a specific subject, those provisions must be followed.

The policies contained in this handbook and its exhibits exist to provide simple, clear, attainable, and comprehensive procedures and standards of employee conduct. It is IDHS’s hope that its employees will find this handbook to be informative and useful throughout their time here.

The IDHS reserves the right to withdraw or change the policies and procedures set out in this handbook at any time, but will make every effort to inform IDHS employees regarding any updates in a timely manner. The IDHS did not author the exhibits to this handbook or the SPD Standardized Policies and is therefore not responsible for updates to those documents.

This Handbook is not a contract of employment. The policies, benefits, etc., described in this handbook are not conditions of employment and do not constitute either a contract of employment or a contract between IDHS and any of its employees. This handbook in no way expands, modifies, or reduces any employee’s rights, privileges, or responsibilities of employment. Nothing summarized in this handbook is intended to confer any rights or privileges upon specific employees or to entitle any person to be or remain employed by IDHS.

IDHS employees, as defined in the scope below, are responsible for compliance with the policies contained within this handbook. Failure to maintain compliance with these policies may result in disciplinary action up to and including dismissal from employment.

# ORGANIZATIONAL OVERVIEW

IDHS consists of four (4) operational divisions and four (4) administrative and support offices.

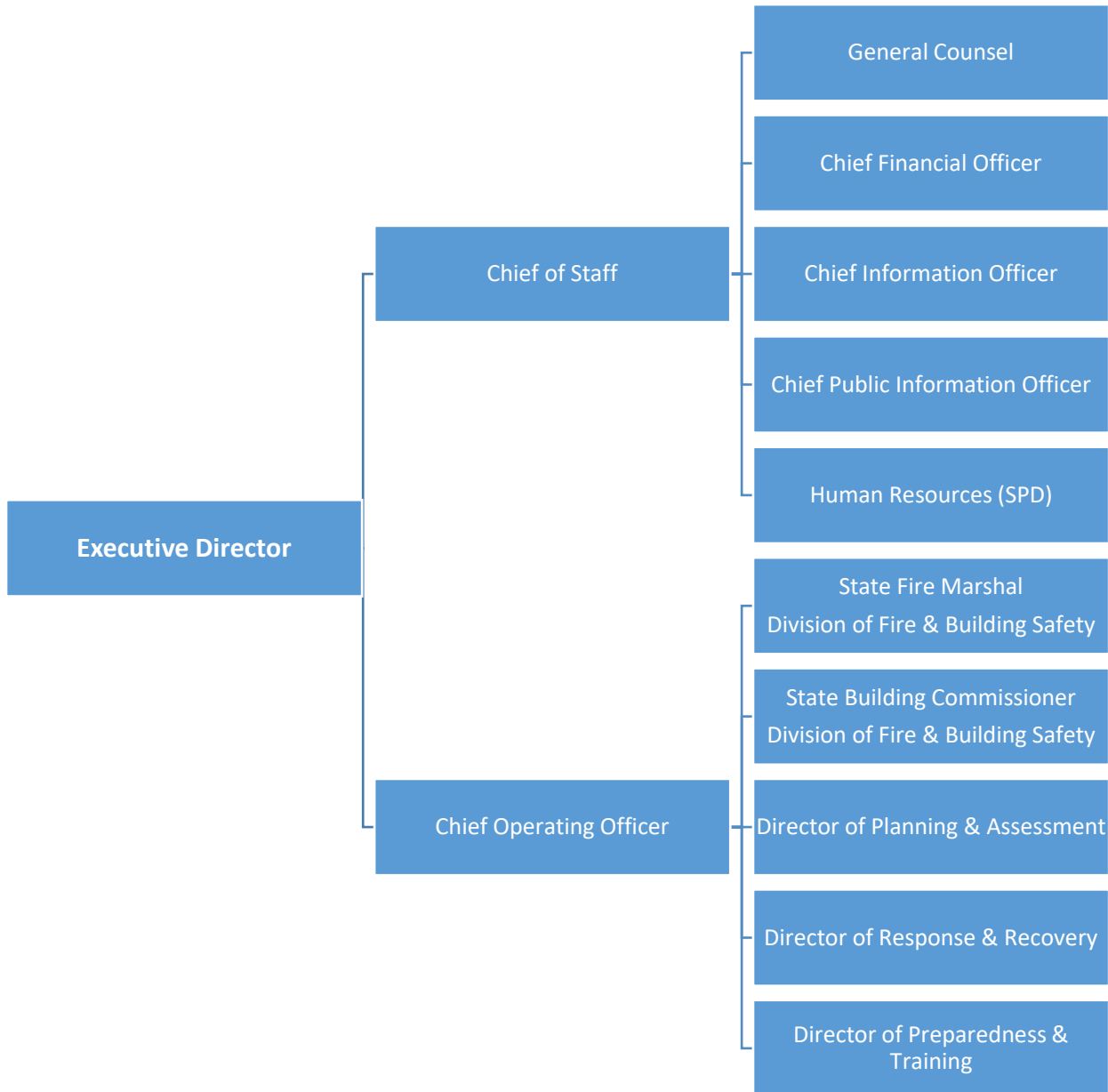
**Divisions**

- Response & Recovery
- Fire & Building Safety
- Planning & Assessment
- Training & Preparedness

**Offices:**

- General Counsel
- Finance & Administration
- Information Technology
- Public Affairs

The chart shown below illustrates the general organizational structure of IDHS’s Executive Management Team.



## GENERAL INFORMATION

IDHS employees can use the IDHS SharePoint Website to access staff rosters, agency forms, calendars, to reserve a state vehicle and make any other travel arrangements, for procurement information, and various other resources. The IDHS SharePoint Website can be accessed here: <https://ingov.sharepoint.com/sites/DHS/>. In addition to SharePoint, below is a list of general email addresses which may be utilized by IDHS employees and the public for general assistance and support.

Human Resources:	<a href="mailto:IDHSHR@dhs.in.gov">IDHSHR@dhs.in.gov</a>
Ethics:	<a href="mailto:Ethics@dhs.in.gov">Ethics@dhs.in.gov</a>
Payroll:	<a href="mailto:IDHSPayroll@dhs.in.gov">IDHSPayroll@dhs.in.gov</a>
Legal:	<a href="mailto:Legal@dhs.in.gov">Legal@dhs.in.gov</a>
Public Records:	<a href="mailto:PublicRecords@dhs.in.gov">PublicRecords@dhs.in.gov</a>
Media & Public Affairs:	<a href="mailto:PIO@dhs.in.gov">PIO@dhs.in.gov</a>
IT:	<a href="mailto:DHSIT@dhs.in.gov">DHSIT@dhs.in.gov</a>
Grants:	<a href="mailto:Grants@dhs.in.gov">Grants@dhs.in.gov</a>
Fiscal:	<a href="mailto:DHSFiscal@dhs.IN.gov">DHSFiscal@dhs.IN.gov</a>

## VERSION

Version 1.0 – created January 31, 2018.

## SCOPE

Unless otherwise specified, this handbook applies to all IDHS staff members, regardless of whether the individual is a full-time, part-time, intermittent, volunteer, or temporary employee, or an individual who is working for IDHS through a contract.

## DEFINITIONS

1. “Agency” means the Indiana Department of Homeland Security, also referred to throughout this handbook as “IDHS.”
2. “Classified employee” means an employee who has been appointed to a position in the state classified service, has completed the working test period under Ind. Code § 4-15-2.2-34, and has been certified by the appointing authority for that classification of positions. Ind. Code § 4-15-2.2-4.
3. “Confidential information” means information that is obtained by reason of the position or office held by the employee, which a public agency is prohibited from disclosing under Ind. Code § 5-14-3-4(a); a public agency has the discretion not to disclose under Ind. Code § 5-14-3-4(b) and that the agency has not disclosed; or is not in a public record, but if it were, would be confidential.
4. “Employee” means any member of the IDHS staff, regardless of whether the individual is a full-time, part-time, intermittent, or temporary employee, or an individual who is working for IDHS through a contract.
5. “Overtime exempt employee” means an employee that is not covered by the overtime pay provisions of the Fair Labor Standards Act and/or applicable state rules and policies on premium overtime pay.
6. “Overtime eligible employee” (sometimes referred to as a “non-exempt employee”) means an employee that is covered by the overtime pay provisions of the Fair Labor Standards Act and/or applicable state rules and policies on premium overtime pay.
7. “Premium overtime” means hours worked by an overtime eligible employee in excess of forty (40) hours in a work week and for which compensation is at a time and one-half rate.
8. "Public record" means any writing, paper, report, study, map, photograph, book, card, tape recording, or other material that is created, received, retained, maintained, or filed by or with a public agency and which is generated on paper, paper substitutes, photographic media, chemically based media, magnetic or machine readable media, electronically stored data, or any other material, regardless of form or characteristics. Ind. Code § 5-14-3-2(q).

9. "Straight overtime" means compensable hours worked by an overtime eligible employee in excess of thirty-seven and one-half (37.5) hours in a week, but less than forty (40) hours in a work week.

## IDHS STANDARDS AND PROCEDURES

IDHS understands that the following standards and procedures will not address all possible issues that arise in the work place. When an employee is faced with an uncertain situation that is not addressed within this handbook, the employee should first seek guidance from their supervisor and then, if the issue is still not resolved, a member of the executive management team.

At all times, an employee should feel comfortable approaching the executive staff to discuss important issues or concerns that cannot be resolved through working with his or her supervisor. IDHS is dedicated to an open and clear channel of communication to solve problems. IDHS believes problems can be resolved by making themselves available to employees who are willing to bring their concerns forward. IDHS welcomes suggestions from all employees regarding ideas for improving the way IDHS carries out its mission. Please feel free to contact the executive staff at any time with any ideas.

### ATTENDANCE AND HOURS OF BUSINESS

IDHS offices are open for business from 8:00 a.m. to 4:30 p.m. Monday through Friday, and the Emergency Operations Center (EOC) is staffed 7 days a week, 24 hours a day. All IDHS employees are expected to be at their workstations and ready to work at the beginning of their assigned work hours. IDHS employees are also expected to communicate with their supervisors if they will be away from their workstations for any significant amount of time that goes beyond the time permitted for breaks.

In addition to a one (1) hour break for lunch, IDHS employees are permitted to take two (2) fifteen (15) minute breaks each day. Employees should keep in mind that these 15-minute breaks are a privilege, not an employee right. If this privilege is abused, it may be revoked.

Employees must notify the supervisor within the notice requirements of the accrued leave time being requested that circumstances have arisen preventing the employee from reporting to work at all or on time for the assigned shift. A request for leave shall identify the type of leave time being requested (for example: sick or personal leave time) and be sent by email unless the employee does not have access to email. If notice and request cannot be made by email, then the employee shall talk to the supervisor by telephone or leave a voice mail message. A follow-up email is required within 24 hours of the phone call or voice mail that summarizes the conversation and the circumstances prompting the request for leave. Text messages are not appropriate for requesting leave.

Absenteeism and tardiness unfavorably impact productivity and the overall quality of customer service provided by IDHS. Tardiness and unauthorized absences may result in disciplinary action up to and including dismissal.

Understanding the state's leave policies and procedures will provide an effective tool for managing attendance. Any questions regarding attendance should be directed to your supervisor or the IDHS Human Resources Director. Policies on leaves of absence are located on the SPD website at <http://www.in.gov/spd/2396.htm>.

### **Overtime and Compensatory Time**

IDHS employees may be asked to work additional hours to complete certain jobs or tasks. The State classifies employees as either "exempt" (NOT overtime eligible) or "non-exempt" (overtime eligible) for the purposes of indicating who is eligible for overtime pay.

The standard schedule for state employees is seventy-five (75) hours per bi-weekly pay period, or thirty-seven and one-half (37.5) hours per work week, unless otherwise authorized by the State Personnel Department and State Budget Agency under 31 IAC 5-7-8(b) or by Financial Management Circular.

## 1. Overtime Eligible Employees

Non-exempt (or overtime eligible) employees are prohibited from working overtime hours unless it is authorized, in advance and in writing, by the employee's supervisor. Within IDHS, those holding positions within the following classifications are overtime eligible under the Fair Labor Standards Act ("FLSA"):

Accountant 4  
Accountant 5  
Administrative Assistant 5  
Administrative Assistant 6  
Arson Investigator  
Building/Fire Specialist 3  
Boiler & Pressure Vessel Inspector  
Code Official 3  
Code Official 4  
Elevator/Amusement Inspector 6  
Emergency Prep Coordinator 3  
Grant Coordinator 3  
Office Manager 2  
Program Coordinator 5  
Secretary 3  
Secretary 4  
Senior Code Official 3

A full list of State of Indiana job classifications eligible for overtime compensation can be found here: [http://www.in.gov/sba/files/fmc\\_2017-1.pdf](http://www.in.gov/sba/files/fmc_2017-1.pdf).

There are two types of compensation for working overtime: overtime pay and compensatory time off. Overtime pay is paid at a straight-time rate for actual hours worked up to forty (40) hours in a work week; thus, employees will be paid their regular hourly rate for that time. Actual hours worked in excess of forty (40) hours in a work week will be paid at the premium overtime rate of time and one-half.

Alternatively, employees may request to be paid through compensatory ("comp") time, meaning they will earn time off in the future for overtime hours worked. Comp time is paid with the same rate structure as overtime pay; straight time for up to forty (40) hours and time and one-half after forty (40) hours in a work week. Unused comp time must be paid out in the quarter following the quarter in which it was earned unless approved by SPD Director and State Budget Agency for a longer period of time.

Example: Comp time earned for overtime hours worked on August 10 that has not been taken by December 31 must be paid out in the paycheck that covers December 31.

For more information regarding overtime compensation, please see SPD's Hours of Work and Overtime web page at <http://in.gov/spd/3065.htm>.

## 2. Overtime Exempt Employees

Employees who are exempt from the laws, rules, and policies applied to overtime-eligible employees are known as "Exempt Employees." Exempt employees shall account on their timesheets for 75 hours worked and/or leave time to legitimate payment of their regular salary in each pay period. This is required pursuant to principles of public accountability, including Ind. Code § 4-1-2-1, 31 IAC 5-7-1 and Ind. Code § 35-44.1-1-3; and consistent with 29 CFR 541.710. Time must be reported no less often than biweekly.

In extraordinary circumstances, where an employee has "worked extra hours for sustained periods of time as a result of an extraordinary or seasonal agency workload" the agency may grant opportunities to

receive compensatory time off to exempt employees who are not normally eligible to earn overtime compensation. The Financial Management Circular (“FMC”) entitled “Compensatory Time Off for Employees Exempt from Premium Overtime Compensation and the Fair Labor Standards Act” controlling those circumstances and limitations can found at [http://www.in.gov/sba/files/fmc\\_2013-04.pdf](http://www.in.gov/sba/files/fmc_2013-04.pdf). Accrual of comp time under the FMC will not be authorized for overtime work periods/segments which are less than four (4) hours.

**In order to earn FMC comp time, the employee’s supervisor must submit a request, in writing, to the Executive Director or designee for approval and copy the Human Resource Director.** If FMC comp time accrual is approved, the employee is responsible for accurately recording earned hours in the biweekly timesheet. Please note, no employee may use more than three weeks (112.5 hours) of FMC comp time during one calendar year. Additionally, accrued but unused FMC comp time is forfeited upon separation of employment or transfer to another State of Indiana agency. The Executive Director may authorize a blanket approval for the accrual of FMC comp time for all exempt employees involved in a response to an emergency or disaster. Those authorizations will be communicated to the agency as a whole by the Executive Director or his or her designee, or through the employees’ supervisor(s).

### **Adjusted Work Schedules**

An adjusted work schedule is one that deviates from the IDHS business hours or an employee’s assigned shift in the EOC, but does not change the employee’s total number of hours worked in the calendar week (overtime eligible employees) or number of hours worked in a pay period (overtime exempt employees). An adjusted schedule must be sought and approved prior to the commencement of the adjusted schedule.

An adjusted schedule may be appropriate when an individual’s duties spread across multiple counties requiring travel or adjustments to meet customers’ time zone or other operating concerns. Such adjustments may be used to minimize overtime costs, improve customer service, or provide blocks of time necessary to achieve quality standards.

Employees generally should use accrued leave time for personal matters (see State Personnel Department Standardized Policies on Accrued Leave); however, IDHS may approve requests for adjusted schedules. Approval from the employee’s direct supervisor and Division Director or Chief Officer must be received prior to an employee adjusting his or her work schedule or using accrued leave. Supervisors may impose additional procedures for requests (e.g., requests must be in writing). However, these procedures must either be applied to all employees within the supervisor’s line of supervision, or all employees within a certain job classification within the work unit.

### **BACKGROUND INVESTIGATION**

A background investigation will be performed on all persons considered for employment with the agency, as well as current employees who are selected for promotion, demotion, or transfer into a different job classification within the agency. Transfers from other State of Indiana agencies will also require a background investigation.

As part of the application process, an applicant must sign electronically an authorization form allowing the State of Indiana to gather information concerning the candidate's background. Once employed, all employees are subject to full background investigation and/or criminal history checks at any time during his or her employment.

### **BUSINESS CARDS**

Any IDHS employee may order business cards through Pen Products using the form located on SharePoint: <https://ingov.sharepoint.com/sites/DHS/layouts/15/DocIdRedir.aspx?ID=TDTHCMKEAHUN-304713030-199>. Instructions for electronic submission are included on the form itself. After submitting the form to Pen Products, a representative will reply to the emailed order. This reply will include a proof image of the business card and will require the supervisor’s review and approval.



- i. Supervisors will review each business card proof and fact-check the position title, department/program and other contact information.
- ii. If changes are required to the card order, the supervisor should be copied on the employee's reply to Pen Product's "proof email" and the response should include a request for a revised proof.

Only IDHS email addresses and telephone numbers are permitted on business cards. Employees may not include personal cellphones, nicknames, or other personal contact information on IDHS business cards unless otherwise authorized by the Executive Director or his or her designee. All IDHS employees are responsible for the purchase of their business cards. All orders require pre-payment; payments may be accepted via credit or debit card only. For inquiries regarding the ordering process, please see the instructions on the order form or call (317) 955-6800 x299.

## BENEFITS

For general information concerning State employees' benefits package, please visit the SPD website at: <http://www.in.gov/spd/2337.htm>. Below are a few of the significant pieces of information as of the date of this handbook:

### 1. Employee Assistance Program

Employee Assistance Program (EAP) is a voluntary resource and referral program that is available at no cost to all state employees and their families. The program is designed to assist you and anyone in your household with counseling for issues that can result from personal crisis, financial difficulty, interpersonal relationships, substance abuse or other causes. This service is both confidential and professional. In order to receive help, contact the referral office at **1-800-223-7723** or [AnthemEAP.com](http://AnthemEAP.com).

### 2. Employee Discount Program

Many businesses across Indiana offer discounts to state employees. These offers are publicized online at [www.in.gov/spd/2439.htm](http://www.in.gov/spd/2439.htm). Most of them require proof of employment, either with a state employee badge or a recent paystub. Always refer to the individual discount for procedures and qualifications. If you have questions, send an email to [spdcommunications@spd.in.gov](mailto:spdcommunications@spd.in.gov).

### 3. Insurance

Full-time employees are eligible to participate in the following types of benefit programs: health, dental, vision, basic and supplemental life plans, and health savings and flexible spending accounts. Each insurance plan offers family or single coverage. Since the benefit offerings often change year to year, please refer to the State Personnel website at [www.in.gov/spd/2337.htm](http://www.in.gov/spd/2337.htm) for current information, or you may email [spdbenefits@spd.in.gov](mailto:spdbenefits@spd.in.gov) or call **317-232-1167** or **1-877-248-0007**, toll free.

If at any time you need to report a family status change, you must contact the Benefits Hotline via email at [SPDBENEFITS@spd.IN.gov](mailto:SPDBENEFITS@spd.IN.gov) or by phone at 317-232-1167 **within 30 days** of your change in status (e.g., divorce, birth of a child, marriage, loss of coverage).

### 4. Retirement/Resignation

Employees who are thinking of resigning or retiring from a position with the state of Indiana, or who have been informed of a dismissal, can find on this page general information and links to resources about benefits, obligations, programs, contact, and other resources related to leaving state government: <http://www.in.gov/spd/offboarding/index.html>. In addition, State Personnel has created a reference document addressing benefits available upon resignation or retirement. The document may be found here: [http://www.in.gov/spd/files/Benefiting\\_You.pdf](http://www.in.gov/spd/files/Benefiting_You.pdf).

Note that the individual application and impact of each program or benefit is dependent upon each employee's specific, factual situation.

Retirees may find retirement-specific information in the Benefiting You booklet found here: [http://www.in.gov/spd/files/Benefiting\\_You.pdf](http://www.in.gov/spd/files/Benefiting_You.pdf). Employees planning their retirement should contact INPRS for specific information related to their retirement fund and account. Retirement information is located at <http://www.in.gov/inprs/>.

## CHANGES TO PERSONAL INFORMATION

Change of address, phone number, name, or emergency contact information must be made in PeopleSoft under the Self Service Module and must also be reported to payroll ([IDHSPayroll@dhs.in.gov](mailto:IDHSPayroll@dhs.in.gov)) and the Human Resources Director ([IDHSHR@dhs.in.gov](mailto:IDHSHR@dhs.in.gov)) within 30 days of the change. Changes in beneficiary information for life insurance, PERF, or Deferred Compensation may be made at any time and should be reviewed frequently to ensure accuracy.

Employees are responsible for submitting an updated W-4 (Federal) and W-H4 (State) form to IDHS payroll staff ([IDHSPayroll@dhs.in.gov](mailto:IDHSPayroll@dhs.in.gov)) if you intend to make changes to the number of tax exemptions you claim.

## COMPLAINT PROCEDURES

The State's internal complaint procedure is enacted by Ind. Code § 4-15-2.2-42. Employees in the state civil service, except those appointed by the governor, may file a civil service complaint concerning the application of a law, rule, or policy to that employee. The complaint must identify the law, rule, or policy allegedly violated, the facts supporting the allegation, and the remedy the employee is requesting. Civil service complaints must be initiated within 30 calendar days of occurrence. An employee who does not initiate the complaint procedure within the 30-day period waives the right to file that complaint. The Civil Service Complaint Form may be downloaded from the SPD's website at [www.in.gov/spd/2399.htm](http://www.in.gov/spd/2399.htm).

**Civil service complaints involve a three-step process, and each step must be initiated timely by the employee:**

1. Step I is the employee's appointing authority or designee.  
Civil service complaints must be initiated at the Step I level (to the employee's appointing authority or his/her designee) not later than thirty (30) calendar days after the act complained of. All complaints must use the official complaint form and identify the remedy sought. An employee who does not initiate the complaint procedure within the 30-day period waives the right to file that complaint. That 30-day period also defines the retroactive extent of any remedy. The Appointing Authority/designee will respond not later than fifteen (15) calendar days following receipt of the complaint.
2. Step II is the State Personnel Department.  
If the employee is not satisfied with the Appointing Authority/designee's decision, the employee may submit the complaint to the State Personnel Director not later than fifteen (15) calendar days after the date of the Appointing Authority/designee's response. The SPD Director/designee will respond no later than thirty (30) calendar days following receipt of the complaint.
3. Step III is the State Employees' Appeals Commission (SEAC).  
If the employee is not satisfied with the SPD Director/designee's decision, the employee may submit a written appeal to the SEAC not later than fifteen (15) calendar days after the date the employee receives notice of the action of the Director/designee. After receiving the complaint, the SEAC will then determine whether all previous steps were completed properly and timely and whether the employee and subject matter of the complaint meet jurisdictional requirements. If jurisdiction is lacking, or if the employee fails to timely and properly submit his/her complaint through the complaint process, the SEAC will dismiss the complaint.

NOTE: Other laws, rules, and policies not referenced here may apply to you.

## DISCIPLINARY ACTIONS

### 1. **Classified Employees**

The state classified service consists of positions in programs that have a federal statutory or regulatory requirement for the establishment and maintenance of personnel standards on a merit basis.

Per Ind. Code § 4-15-2.2-23, an employee in the state classified service who has successfully completed a working test period may be dismissed, demoted, or suspended only for just cause, including cause under Ind. Code § 4-15-2.2-49. Classified employees are entitled to appeal a dismissal, demotion, or suspension in accordance with Ind. Code § 4-15-2.2-42.

### 2. **Unclassified Employees**

Any disciplinary action taken against an unclassified employee will be in accordance with Ind. Code § 4-15-2.2-24, which states, "An employee in the unclassified service is an employee at will and serves at the pleasure of the employee's appointing authority. . . . and may be dismissed, demoted, disciplined or transferred for any reason that does not contravene public policy."

## DRESS CODE

Employees are expected to dress appropriately and professionally while on the job. For the office environment, employees are expected to dress in business casual attire. For employees assigned to field operations (inspectors, district coordinators, investigators, etc.), more casual attire is permitted, so long as the employee's attire is appropriate and professional for the setting. Some divisions or offices may institute more specific dress or uniform requirements; please speak with your supervisor if you have any questions about your division's or office's dress code. The Human Resources Director will answer all employee questions regarding whether attire is appropriate.

- Examples of clothing that may be worn: Dress slacks, collared shirts, knit/polo shirts, skirts of appropriate length, sweaters, cardigans, dresses, and business suits.
- Examples of what may NOT be worn: Sweatpants or sweatshirts, caps/hats, jeans, shorts, spaghetti strap tank tops, t-shirts, miniskirts, flip flops, revealing or ripped clothing, gym or workout clothing, leggings, or running shoes.
- Exceptions: Friday is designated as a "casual" day. Employees may wear a professional shirt and tasteful jeans, without holes.

The Executive Director or his/her designee may grant exceptions to the dress code. The Governor or Executive Director may declare "dress down" days and will give special directions on what attire may be worn on those days. The Executive Director will have final authority on the agency's dress code.

## EMERGENCY SITUATIONS

Every IDHS employee should be familiar with the emergency procedures for their particular office. Below are general emergency procedures for the Indiana Government Center Campus, as it is the IDHS's central office location.

### 1. **Building Evacuation Procedures**

- i. If the fire alarm is activated, evacuation is mandatory, even if you believe it is only a drill.
- ii. Do not use the elevators.
- iii. Follow directions provided by the Floor Warden for your office area. If you do not know who your Floor Warden is, please ask your supervisor for that information.

2. **Fire**
  - i. Remove individuals needing assistance from the immediate area.
  - ii. Activate the nearest fire alarm and call Capitol Police at (317) 234-6400.
  - iii. Confine the fire by closing doors or extinguish the fire if you have been trained and it is safe to do so.
  - iv. Evacuate the building.
  - v. Do not enter the building until authorized to do so by the emergency officials in charge of the scene.
  
3. **Suspicious Persons or Objects**
  - i. Do not confront the person.
  - ii. Do not touch or disturb a suspicious object.
  - iii. Call Capitol Police at (317) 234-6400 to report the suspicious person or object.
  
4. **Bomb Threat**
  - i. Get as much information as you can from the threatening caller: location of the explosive device, when the device was planted, etc.
  - ii. Call Capitol Police at (317) 234-6400.
  
5. **Severe Weather Emergency**
  - i. Monitor the weather conditions and be prepared to seek shelter-in-place until you're notified by facilities management that it is safe to leave.
  - ii. Stay away from windows and move into an interior hallway.

## ETHICS

All members of the IDHS staff (regardless of whether the individual is a full-time, part-time, intermittent, or temporary employee, or an individual who is working for IDHS through a contract) are expected to comply with the Indiana Code of Ethics found in Ind. Code §§ 4-2-6 and 7, and 42 IAC 1-5. A link to the complete listing of the ethics rules can be found in the Additional Policies and Resources section at the end of this handbook. Any staff member with questions regarding the application of the ethics rules should contact the IDHS Ethics Officer ([Ethics@dhs.in.gov](mailto:Ethics@dhs.in.gov)) for clarification or, when appropriate, should seek advice from the Office of Inspector General (<http://in.gov/ig/2815.htm>) or the State Ethics Commission (<http://in.gov/ig/2814.htm>).

All state employees are required to complete online ethics training every two (2) years, per 42 IAC 1-4-1(b)(2). Additional information regarding ethics training is available on the Inspector General's website at <http://in.gov/ig/2690.htm>.

## INFORMATION AND DATA ACCESS

Employees may have access to many kinds of information, some of which is confidential. The ability to access data does not in itself create the right or authorization to access that data. Access is provided solely for business purposes to achieve the mission and goals of IDHS; therefore, accessing any of the information below without a specific job-related reason is prohibited and may result in disciplinary action:

1. A person's name, address, employer, relatives' names, DOB, telephone number, fax number, SSN, fingerprints, and photographs;
2. Employee records;
3. Business processes;
4. Strategies;
5. Financial information;
6. Login credentials; or
7. Any other sensitive or confidential information.

Employees who have a legitimate business reason for accessing data after hours or in a location outside IDHS offices may do so using appropriate encryption and technology. All employees are required to comply with the Indiana Office of Technology's Information Resource Use Agreement (IRUA). (See the Additional Policies and Resources section for a link to the IRUA.)

## LEGISLATION AND LEGISLATIVE CONTACTS

All legislative proposals and legislation for IDHS are authored and proposed by the Office of General Counsel. If an IDHS employee would like to propose a legislative change (i.e. a statutory change in the Indiana Code), the employee should contact his or her supervisor first to discuss the proposal. The supervisor will submit the proposal to the General Counsel for review. All legislative proposals must be submitted to the General Counsel no later than June 1<sup>st</sup> of each year in order to be considered as an agency proposal for the next legislation session.

If an IDHS employee is contacted by a legislator, member of a legislator's staff, or a member of the Legislative Services Agency for any reason, the IDHS employee should direct the requestor to the IDHS General Counsel. All legislative inquiries are logged and tracked by the OGC for reporting purposes. Employees may be asked by the OGC to provide information related to a legislative request, but should not respond directly to legislative requests.

## PAYROLL

Paychecks are issued bi-weekly. Each employee is provided a list of payroll check dates during Onboarding.

To view your payroll stub, log into PeopleSoft®, click on "Self Service," then under Payroll and Compensation, click on "Pay Inquiry." Promptly report any discrepancy as well as any other questions to the IDHS payroll department at [IDHSPayroll@dhs.in.gov](mailto:IDHSPayroll@dhs.in.gov).

## PERSONAL CONDUCT, WORKPLACE ETIQUETTE, PROFESSIONALISM, AND SOCIAL MEDIA

In an effort to convey a professional image and limit workplace distraction, employees shall comply with the following guidelines:

- Display professional behavior towards staff, clients and partners, and IDHS visitors.
- Respect others and their property.
- Keep all conversations to a business appropriate level. At no time should any employee yell or scream at/to get the attention of another.
- Limit personal conversations to the office break room or outside the office. Conversations should be infrequent and of limited duration.
- Convening around cubicles should be kept to a minimum and be limited to that which is necessary to accomplish public duties or work assignments. Please remember, conference rooms are available for multiple staff discussions.
- The use of vulgar, profane, or inappropriate language, including but not limited to racial, ethnic, religious, or gender-based slurs or insults, is strictly prohibited.
- An employee shall not consume alcohol during work hours or breaks during a work day.
- An employee shall not use tobacco products, vape or use e-cigarettes or electronic smoking devices of any kind within the government center or within State vehicles.

Additionally, IDHS employees should be aware that, even while off duty, you represent IDHS and the State of Indiana to the public. Certain types of off-duty conduct may reflect poorly upon your character and judgment and may compromise the public trust in IDHS. Therefore, if any IDHS employee engages in criminal conduct or other unprofessional or serious misconduct while off-duty that is determined to be harmful to IDHS's image, inconsistent with employee expectations, or otherwise adversely affects legitimate governmental interests, you may be subject to disciplinary action up to and including dismissal from employment.

IDHS employees should also be conscious of their social media interactions, particularly on platforms where they identify themselves as an IDHS employee. For purposes of this policy, the term “social media” includes blogs, wikis, social networks and online forums such as Facebook, SnapChat, Instagram, Tumblr, Twitter, MySpace, Flickr, YouTube, LinkedIn, Yahoo! Groups, Google Groups and any other social or personal interaction by electronic means. Individuals who identify themselves as an IDHS employee on social media shall not:

1. Share information that is confidential or sensitive in nature that was obtained by virtue of employment with IDHS;
2. Speak on behalf of IDHS unless expressly authorized to do so;
3. Engage in any conduct that may harm or tarnish the image of IDHS or its employees;
4. Write or present anything on social media that violates the State’s policies relating to harassment and/or discrimination.

## PERSONNEL RECORDS

Employees wishing to view their personnel files should submit a request to the IDHS Human Resources Director. The following information about state employees is considered a matter of public record subject to disclosure pursuant to the Access to Public Records Act (Ind. Code 5-14-3). As a result, the following information may be available for release:

1. The name, compensation, job title, business address, business telephone number, job description, education and training background, previous work experience or dates of first and last employment of present or former officers or employees of the agency;
2. Information related to the status of any formal charges against the employee; and
3. Information concerning disciplinary actions in which final action has been taken and that resulted in the employee being disciplined or discharged.

Disclosure of social security numbers by state agencies is governed by Ind. Code § 4-1-10-1, et seq.

## PROCUREMENT AND CONTRACT REQUESTS

All requests for contracts, MOUs, agreements, grant agreements, agreement templates, and letters of consent should be directed to the [Contracts@dhs.in.gov](mailto:Contracts@dhs.in.gov) email account. Any IDHS employee who requests an agreement must fill out the Agreement Request Form located on the Procurement Instructions page of SharePoint (see link below) before submitting the request and should include any supplemental documents as attachments to the email request.

To learn more about procurement, go to:

<https://ingov.sharepoint.com/sites/DHS/Procurement/SitePages/Home.aspx>.

## PROCUREMENT PROCEDURES FOR REQUISITIONS AND PURCHASE ORDERS

IDHS Procurement is responsible for creating and processing all requests for requisitions and purchase orders. The process for requesting procurement for a requisition is as follows:

1. Complete the Solicitation Summary form after you have confirmed that the low bid/quote has been provided by a company that (1) has an active vendor account with the Auditor of State’s Office; (2) is registered as a bidder with IDOA; and (3) is registered with the Secretary of State (SOS). This pertains to any vendor located in Indiana or an out of state vendor who is performing work in the State of Indiana. Out of state vendors that are NOT performing work in Indiana are exempt from SOS registration per Ind. Code § 23-1-49-1.
2. Forward the Solicitation Summary along with all quotes and all other pertinent supportive information/documentation (details on following pages) through the necessary chain within your

department/division. All documentation must be emailed by the division director to [dhsfiscal@dhs.in.gov](mailto:dhsfiscal@dhs.in.gov), signifying their approval. The documentation will be reviewed, printed and given to the Procurement staff for processing.

3. Procurement staff will create all requisitions, and once the REQ is fully approved, it will be expedited to a purchase order and returned to the requestor to be sent to the vendor. If the PO is for Staples or Fastenal, it will automatically route to the vendor and a copy of the PO will be sent to the requestor for their records.
4. Required documentation may vary depending on the dollar amount of the requisition.

**a. \$0.00 - \$499.99**

Solicitation Summary form with one (1) quote OR one (1) quote from a Quantity Purchase Agreement (QPA) vendor (e.g., Staples, Goodyear)

**b. \$500.00 - \$2,499.99**

Solicitation Summary form with three (3) quotes OR one (1) quote from a QPA vendor. If a special procurement is necessary, you will need to include:

- i. a copy of the solicitation packet (RFQ) completed by the bidder; and
- ii. the Special Procurement form completed by an IDHS staff member.

**c. \$2,500.00 - \$4,999.99**

Solicitation Summary form with three (3) quotes OR one (1) quote from a QPA vendor and a solicitation packet (RFQ) completed by the lowest bidder. If a special procurement is necessary, you will need to include:

- i. a copy of the solicitation packet (RFQ) completed by the bidder; and
- ii. the Special Procurement form completed by an IDHS staff member.

**d. \$5,000.00 - \$74,999.99**

This amount requires the competitive bidding process. Please contact IDHS procurement at [DHSFiscal@dhs.IN.gov](mailto:DHSFiscal@dhs.IN.gov) for further instruction. Bids must be open for seven (7) business days, which includes Saturdays, but not Sundays or holidays. If a special procurement is necessary, you will need to include:

- i. a copy of the solicitation packet (RFQ) completed by the bidder; and
- ii. the Special Procurement form completed by an IDHS staff member.

IDHS's Head Procurement Agent will submit this request to IDOA for approval.

**e. \$75,000.00 and Up**

All requisitions with an estimated cost exceeding this amount must be solicited through a bid request for commodities or basic professional services, awarded, and processed by IDOA. For all procurements at this dollar amount, IDOA will solicit responses to the bid request or issue a Request for Proposal (RFP). It will take IDOA approximately four (4) months to complete this process; therefore, anyone seeking to make a procurement at this dollar amount should contact IDHS Fiscal via email ([DHSFiscal@dhs.IN.gov](mailto:DHSFiscal@dhs.IN.gov)) at least **five (5) months prior to the date the procurement needs to be completed.**

## PUBLIC RECORDS REQUESTS

The processing of requests for public records is generally governed by Ind. Code § 5-14-3. In accordance with this chapter, requests received in writing or via web form will be acknowledged within seven (7) days and requests received in-person will be acknowledged within twenty-four (24) hours. IDHS will also respond to the request with the appropriate documents within a reasonable amount of time.

Some requests for public records may seek particularly sensitive information. In circumstances where sensitive information is sought, the IDHS staff member handling the request shall notify the appropriate agency staff and the Office of General Counsel (OGC) as soon as the request for sensitive information is identified.

All requests for public records should be directed to <http://www.in.gov/dhs/publicrecords.htm>.

## SITUATIONAL AWARENESS

As a public safety agency, IDHS is focused on maintaining situational awareness at all times and IDHS staff members are expected to do the same. That means, **if you see something, say something**. IDHS staff members should pay close attention to their surroundings at all times. If something appears suspicious while you are on duty, at your office (Indiana Government Center, Mari Hulman George Search and Rescue Center, Five Points, etc.), or out in the field, you are strongly encouraged to report that behavior to the Capitol Police or other law enforcement officials if you are not on the Indiana Government Center premises.

## USE OF STATE VEHICLES

IDHS staff members utilizing a pool vehicle, an assigned vehicle, or any other state vehicle, are expected to familiarize themselves and comply with all IDHS and State policies relating to such use, including IDOA's Fleet Management Policy (p. 20), IDHS's Policy on Limited Personal Use of State Property (p. 20), and the State Drug and Alcohol Testing Policy (p. 18). **Improper or unauthorized use of a state vehicle may result in disciplinary action, up to and including dismissal.**

As discussed in greater detail in the policies listed above, IDHS staff members utilizing a state vehicle should be aware of the following vehicle assignee/user responsibilities:

1. Fuel receipts must be saved and submitted (either mail the originals or scan and email copies) to IDHS Fiscal on a monthly basis. The previous month's receipts must be submitted by the 5<sup>th</sup> day of each month.
2. If the vehicle's GPS unit is not working properly, immediately contact the IDHS fleet manager or IDHS fiscal division to get the vehicle scheduled for service.
3. No smoking or vaping is permitted in the vehicle. Any damage caused by smoking will be charged back to the driver.
4. Vehicles must be locked when parked on the premises, job sites, stopping temporarily such as at convenience stores, or any other time the vehicle is left unattended.
5. Routine Maintenance/Fueling
  - a. It is the assignee/user's responsibility to have scheduled maintenance performed at the designated intervals to ensure maximum vehicle performance for safety, operating efficiency and extended life of the vehicle. This includes oil changes, tire pressure checks and tire rotations, brake maintenance, and anything else that might come up.
  - b. IDOA, INDOT, or IDOC facilities should be the first choice for preventative maintenance, depending on your location throughout the state. Service should be scheduled in advance. Emergency tire repairs can be addressed by utilizing the WEX card, but planned tire replacement should be scheduled through a Goodyear authorized dealer. The normal



Requisition/PO process will apply. See “Procurement Procedures for Requisitions and Purchase Orders.”

- c. IDOA, ISP, and IDOC facilities with State owned fuel dispensers should be the first choice for refueling. Savings can be realized when the locations are planned into your normal daily/weekly driving routes.
  - d. State fuel dispensers and sites that offer maintenance can be found here: <http://gis.dhs.in.gov/fuel/>. Tapping on each dot will provide the address, contact information, and service provided.
  - e. The vehicle’s interior and exterior must be well-maintained and clean at all times. This includes car washes and vacuuming, as needed.
6. Cell phone usage
- a. Texting while driving is forbidden, regardless of the circumstances.
  - b. Assignees/users shall exercise caution when accepting phone calls while driving. In the event that the assignee/user must place or receive a call, he or she should consider pulling off the road to a safe location and stopping the vehicle before using the phone.
7. Accidents
- a. First, the assignee/user should contact 911 if medical assistance is required. If not, the employee must contact local law enforcement or ISP for support. The assignee/user must obtain a police report before leaving the scene of the incident.
  - b. Second, the assignee/user should contact his or her supervisor and/or the EOC to provide notification of the accident.
  - c. If the accident involves another vehicle, the assignee/user must obtain the following information:
    - i. Driver’s name (and owner’s name if different from the driver)
    - ii. Address
    - iii. Telephone number
    - iv. Name of insurance company and policy number
    - v. VIN, vehicle year, make and model
    - vi. Vehicle license plate number
  - d. After-accident drug and alcohol testing is available to State agencies and may be performed, regardless of the circumstances of the accident.
  - e. Last, the assignee/user must report the crash and insurance information to fiscal for processing.

**Approved by:**

**/s/ Bryan J. Langley**  
**Bryan J. Langley**  
**Executive Director**

**January 31, 2017**  
**Date**

## SPD STANDARDIZED POLICIES

To access the full list of SPD Standardized Policies, go to <http://in.gov/spd/2396.htm>.

1. Affirmative Action
  - i. The Indiana Department of Homeland Security is committed to recruit, select, develop, and promote employees based on individual ability and job performance. Our policy is to provide equal employment opportunity to all people in all aspects of employer-employee relations without discrimination on the basis of race, color, religion, sex, national origin, ancestry, age, disability, or veteran status. IDHS will comply with the spirit as well as the letter of applicable state and federal law.
2. Arrests and Convictions
  - i. Whenever an employee is: (a) cited for an infraction while on duty or (b) arrested for any misdemeanor or felony, the employee shall report this matter, in writing, to the Executive Director or his/her designee as soon as possible but not more than five (5) calendar days from the date of the arrest or citation. It is the responsibility of any employee with pending criminal charges to provide to the Appointing Authority or designee written documentation (i.e., court record) of the disposition of the charges within five (5) calendar days after receiving notification.
  - ii. Failure to report in accordance with the above shall be considered a violation of this policy and may subject the staff person to discipline, up to and including dismissal. An employee who has been arrested and charged with a crime may be suspended pending an administrative investigation and/or the disposition of any charges filed against the employee. The determination as to whether an employee is suspended shall be based upon the nature and circumstances of the alleged offense and other factors relating to the nexus.
3. Drug and Alcohol Free Workplace
  - i. Employees are responsible for reporting for duty in a work-ready condition and submitting to drug and/or alcohol testing in appropriate circumstances when required.
4. Drug Testing
  - i. Employees are required to take a drug and/or alcohol test(s) if there is reasonable suspicion that the employee is using or under the influence of alcohol and/or controlled substances without a prescription.
  - ii. Employees involved in on-the-job accidents or who engage in unsafe on-duty or job-related activities that pose a danger to others or the overall operation of the agency may be subject to testing.
5. Leaves of Absence
  - i. A list of Types of Leaves of Absence recognized by the State can be found at: [http://www.in.gov/spd/files/Leaves\\_of\\_Absence.pdf](http://www.in.gov/spd/files/Leaves_of_Absence.pdf). Accrued leaves of absences: Vacation (12/year + bonus), Sick (9/year), and Personal (3/year). It is always the employee's responsibility to know his/her accrued leave balances and to request and document the type of leave that is appropriate and available at the time of the absence.
6. Performance Management
  - i. Every IDHS employee is responsible for implementation and administration of the performance management process defined by the Standardized SPD policy ([http://www.in.gov/spd/files/perf\\_management\\_procedure.pdf](http://www.in.gov/spd/files/perf_management_procedure.pdf)) and its accompanying procedure. Performance management defines the relationship that should exist between state employees and their supervisors. It is an interactive process where upper management

communicates the agency's strategic vision and objectives to every manager, supervisor and employee who then develop program, division, and individual goals designed to achieve the agency's strategic objectives. The agency's strategic objectives should cascade down to the employees in such a way that there is a clear path that connects the individual goals to that agency plan. To be effective, employees must understand how their work contributes to the success of the organization.

- ii. Key components include:
  - a. The setting of clear, annual performance expectations for each employee linked to the desired outcomes defined in the agency's strategic plan. Performance expectations must be specific, measurable, achievable, and timely and expressed as an outcome or result.
  - b. Regular, ongoing coaching, feedback and communication with employees.
  - c. Regular written performance appraisals completed annually, at a minimum, in which the employee's actual performance is assessed relative to the performance objectives and is described using specific facts and situations.
  - d. Timely, meaningful recognition and reward of desired performance to include, when the State's fiscal condition permits, an annual performance based increase to base salary tied to the performance rating on the appraisal.
  - e. Timely corrective action when performance is not meeting expectations.

#### 7. Work-Related Injuries and Illnesses

- i. Individuals who have experienced and/or observed a work-related injury or illness must report the incident to an appropriate official as soon as they become aware of the injury/illness. Such reports may be made to human resources, the reporting employee's supervisor, or to any other management official. All employees have a right to make such a report and all members of management who receive such reports have an obligation to ensure the report is submitted to Human Resources and the official at the next step of the process.

#### 8. Workplace Harassment Prevention

- i. The Indiana Department of Homeland Security will strive to maintain an environment free from sexual harassment and harassment based on race, color, creed, religion, sex, national origin, age, sexual orientation or gender identity, or physical or mental disability and to implement this policy in a consistent and vigorous manner.
- ii. Each employee has the right to work in a professional environment that promotes equal opportunities and prohibits sexual harassment and harassment based on race, color, creed, religion, sex, national origin, age, sexual orientation or gender identity, and physical or mental disability, hereinafter referred to as protected status or protected class.
- iii. Workplace harassment whether verbal, physical or environmental is unacceptable and will not be tolerated. IDHS will not tolerate workplace harassment whether engaged in by fellow employees, supervisors, officers, or by outside clients or other non-employees who conduct business with the State. The State encourages reporting of all incidents of alleged harassment regardless of who the offender may be or the offender's status.
- iv. Employees are responsible for:
  - a. Complying with the prohibitions of this policy against harassment;
  - b. Attending training on this topic annually and as required by the employer;
  - c. Reporting harassment to appropriate officials;
  - d. Not retaliating against any person for reporting a complaint under this policy; and
  - e. Cooperating in any investigations into allegations of harassment.
- v. For more information on reporting allegations of harassment or discrimination, please visit: <http://www.in.gov/spd/files/harassrandp.pdf>.

## IDHS POLICIES

The following policies were authored and apply only to IDHS employees; they are attached for your reference:

1. Email and Office Telephones
2. Limited Personal Use of State Property
3. Media Relations
4. Outside Employment
5. Political Activity
6. Telework
7. Travel Requests and Vehicle Scheduling

## ADDITIONAL POLICIES AND RESOURCES

The following policies and resources, while authored by an agency other than IDHS, apply to all IDHS employees. This is not an exhaustive list of all external policies or resources that apply to IDHS employees; this list is for informational purposes only.

1. State of Indiana Employee Handbook (<http://in.gov/spd/2732.htm>)
2. IOT's Information Resources Use Agreement (<https://www.in.gov/iot/IRUA.htm>)
3. Indiana Code of Ethics (<http://in.gov/ig/2336.htm>)
4. IDOA's Fleet Management Policy (<http://www.in.gov/idoa/2458.htm>)