

### **4.0 EMPLOYEE INFORMATION**

#### **4.1 Release of Personnel Information**

The information recorded in your personnel file is confidential and extremely important to you and to the EOC. As an employee of the EOC you have a right to inspect your personnel file with a Human Resources representative, as provided by laws, on the premises of the agency at a time mutually convenient to you and the agency. You may add your version of any disputed item to your personnel file.

The EOC will restrict disclosure of your personnel file to authorized individuals. Any request for information from personnel files must be directed to the Human Resources Department. No other employee, including managers, is authorized to provide personnel information, references, or any other information regarding current or former employees. Only a Human Resources representative is authorized to release information about current or former employees. Unless otherwise authorized to do so, the Human Resources Department will only provide verification of an employee or former employee's job title and employment dates. Disclosure of personnel information to outside sources will be limited; however, the agency will cooperate with requests from authorized law enforcement or local, state or federal agencies conducting investigations.

Health and medical records are not included in your personnel file. These records are confidential. The EOC will safeguard them from disclosure and will divulge such information only as: 1) is allowed by law; 2) to the employee's personal physician upon written request or permission of the employee; or 3) as required by workers' compensation cases.

#### **4.2 Change of Address or Personal Status**

Current records are necessary to contact you or a person designated by you in case of an emergency and for the determination of many employee benefits. It is mandatory that you notify EOC as soon as possible of any change in name, address, telephone number, marital status, number of dependents, level of benefits from other sources, or beneficiaries. It is the responsibility of each employee to ensure that EOC has correct and up-to-date personal data.

### **5.0 EOC & CLIENT INFORMATION**

#### **5.1 EOC Bulletin Boards**

A bulletin board area in each business location is used to post required and important documents such as federal and state labor rules, employee memos, and other approved EOC announcements. Notices are posted from time to time which may affect you personally. It is each employee's responsibility to read all posted notices. Only authorized materials may be posted on Agency bulletin boards; see your manager if you wish to have something posted.

### 5.2 Confidential Business Information

All confidential affairs of EOC are to remain strictly confidential. Confidential information includes: matters of a technical nature, such as strategies and research projects; matters of a business nature, such as information about costs, revenues, lists of clients; plans for future development; and all other information and documents not readily available to the public. EOC's financial and personnel matters are also confidential.

You are not to disclose any confidential information to anyone outside of EOC, nor use any confidential information for your own personal gain during or after your employment without the express written consent of EOC. Nor are you to obtain and/or convey or discuss confidential information without proper authorization. Breach of confidentiality is an extremely serious matter; it may result in immediate discharge and could result in legal action.

### 5.3 Client Information

Maintaining the confidentiality of all information pertaining to our clients and their families is of critical importance. Clients provide EOC with highly personal information which must not be shared. For many, even the fact that they are participating in an EOC program or benefiting from our services is extremely sensitive information. With our child-care programs, parents often provide confidential information regarding their children; sometimes, even the schedule kept by the client and his/her child can be a confidential matter (i.e., in a custody dispute). The fact that any person is participating in an EOC program, or any information regarding a client and his/her family, should never be discussed with or revealed to **anyone**, without specific written consent from the client and the authorization of the Program. Work-related discussions about clients and their families are to be carried out discreetly and professionally, so as not to be overheard. The EOC may disclose client information in response to a court order or in cooperation with law enforcement, funding sources, local, state and federal agencies, etc.; however, such disclosure must be authorized by the applicable Program Director or the Chief Executive Officer in each instance.

The obligation of confidentiality applies both during and after employment, unless you have specific, proper authorization in advance. All employees must follow EOC and program confidentiality policies concerning information about children, families, clients and even about other staff members. Breach of confidentiality is an extremely serious matter; it may result in immediate discharge and could result in legal action.

### 5.4 Media Contacts

All employees are involved, to some extent, in promoting good public relations. However, it is important that information given to the public be accurate and reflect the official position of EOC on any subject. Also, the privacy of our clients and their families must be preserved. Moreover, if the inquiry is in response to an unfortunate event, the release of information could have a negative impact on efforts to resolve the problem, including any police investigation. Accordingly, if you are contacted,

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approached, or asked to make a statement by any media or public relations representative, you must politely decline and refer them directly to the Program Director or the Chief Executive Officer of EOC **without further comment**. No employee may release any information, including casual comments or opinions, “on” or “off” the record,” without express authorization from the Chief Executive Officer.

### 6.0 EOC PROPERTY AND FACILITIES

#### 6.1 Use of EOC Property

The equipment, vehicles and computer systems used by employees represents a major investment by the Agency. It is important that each employee exercise care and common sense when using such equipment. If you have any questions regarding the proper use of any equipment, ask your supervisor. Employees must be trained in the proper use of equipment before using it in any way. Employees are expected to take steps to protect all equipment with every use (even small things, such as keeping food and beverages away from equipment and properly shutting down computers). If you find any equipment not working properly or which appears unsafe, stop using it and immediately notify your supervisor.

Agency property, vehicles and equipment are for business use. This includes, but is not limited to photocopiers and computers. Even though each individual use may not amount to much, over the course of a year, the total cost of personal use of such equipment can be quite high, and will reduce the life of the equipment. While EOC will permit some limited personal use of Agency property, such use must not be excessive. EOC letterhead and stationery, however, are strictly for official Agency purposes only. No item of Agency property is to be removed from EOC’s premises without prior, written authorization. This includes Agency documents (including this Policy Manual) and even office supplies. Supplies such as pens, folders, computer disks, paper and notebooks are very expensive; taking these for personal use is theft and may result in immediate termination.

Documents, data and other material stored on any computer drive are also EOC property. Sending such materials outside of EOC electronically or taking them off EOC premises on disks without authorization is a prohibited removal of EOC property.

Desks, file cabinets, vehicles and computers are provided solely for the work efficiency of the employee and are Agency property. They may be inspected, along with any of their contents, at any time. Employees may also be given access to certain systems using codes or passwords, such as e-mail and/or computers. Employees may be given individual access codes for the purpose of controlling authorized access to such systems; such codes are not meant to imply any privacy in the employee’s use (business or personal) of any EOC systems. EOC management may access and review all material on all such systems at any time.

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### 6.2 Break Room

A break room may be provided for employees' use and convenience. The housekeeping and cleanup of this area is the responsibility of all employees. Each person is responsible for cleaning up after him/herself, including spills or messes in the refrigerator and microwave. Please be conscientious about removing spoiled food from the refrigerator.

### 6.3 Telephones, Faxes and Mail

Because of the heavy demand on EOC telephone facilities (including fax lines), telephone calls and faxes of a personal nature are discouraged and whenever possible, should not be made during work time. Personal calls and faxes tie up our lines and do not permit other employees or clients to conduct official business. You are requested to limit personal phone calls and faxes, both incoming and outgoing, to emergencies and pressing matters only. Under no circumstances should an employee make or charge long distance calls to EOC unless it is work related and approved by the employee's supervisor.

EOC is not in a position to handle your personal mail. Personal mail should be sent to your home. All mail sent to EOC, regardless of whose name appears, may be opened as official EOC business mail. EOC stationery and stamps are not to be used for personal mail. Before mailing out personal mail through EOC, stamps must already be affixed and the envelope must be sealed.

### 6.4 Computer Systems, E-Mail, Voice Mail and Internet

EOC furnishes a variety of systems, such as voice-mail, E-mail, Internet and other computer systems to facilitate your work and work-related communications. Such systems are Agency property and are not for personal use. If you need to conduct any personal business on-line during the workday, you must do so only through your own personal e-mail account, and you must handle the matter only during your normal break time. Whether you are performing EOC tasks or accessing your personal email account during your break, EOC's systems are not to be used in ways that may be disruptive, offensive, or harmful to morale. For example, uses that would violate this provision would include chain letters, political activities, personal announcements, and messages or materials that include sexually explicit content, ethnic slurs, or other content that might be construed as harassment or disparagement based on protected characteristics.

Employees should not have an expectation of privacy in their use of these systems; they are provided for business purposes. The fact that employees may be issued passwords and access codes to such systems is designed to control authorized access to such systems for business purposes; it is not for the purpose of providing privacy to the users. All material on such systems is subject to EOC's review and copying without any notice or employee consent. EOC reserves the right to access and inspect all such systems at any time, without notice or employee consent, to ensure that excessive personal use is not taking place, to investigate conduct or behavior that may be illegal or adversely affect EOC's interests, or for such other reasons as EOC deems appropriate. Employees should

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note that, even though information on such systems may be “erased” or “deleted,” copies of such information may remain on EOC’s back-up systems.

### **6.5 Computer Software (Unauthorized Copying)**

EOC does not condone the illegal duplication of software. Copyright law is clear: “it is illegal to make or distribute copies of copyrighted material without authorization.” The only exception is the user’s right to make a backup copy for archival purposes. Unauthorized duplication of software is a Federal crime, with penalties including substantial fines and prison terms. Even the users of unlawful copies suffer from their own actions; they receive no documentation, no client support, and no information about product updates.

EOC licenses software from a variety of sources. It does not own such software and the related documentation; unless authorized by the software manufacturer, EOC does not have the right to reproduce it. Therefore, employees will use software only in accordance with the license agreement. Employees learning of any misuse of software or documentation shall notify the Human Resources Department or the CAO/Deputy Director; no retribution to the reporting employee will be tolerated. EOC employees who make, acquire or use unauthorized copies of computer software shall be subject to disciplinary action, up to and including termination.