

Office of Human Resources

100 General Policies

2025-05-15

Table of Contents

101 Equal Employment Opportunity and Unlawful Discrimination	1
Section A: Equal Employment Opportunity	1
Section B: Harassment Awareness and Prevention	1
Section C: Response to Complaints	2
102 Sexual Harassment	3
Section A: Introduction	3
Section B: Purpose	3
Section C: Authority	3
Section D: Applicability	4
Section E: Definitions	4
Section F: Prohibited Conduct	5
Section G: Training	6
Section H: Complaint Procedure	6
Section I: Investigations	7
Section J: Resolution	7
Section K: Acknowledgement and Recordkeeping	7
103 Smoking	9
Section A: Prohibitions	9
Section B: Provisions	9
Section C: Compliance	10
106 Assignment of Duties	11
Section A: Work Hours	11
Section B: Work Location	11
106 A1 Policy Memorandum	11
106 A2 Employee Application for Intrastate Relocation Expense Reimbursement	12
106 A3 Employee Intrastate Relocation Expense Voucher	12
107 Third Party Involvement in Employment Issues	13
Section A: Employee Concerns	13
Section B: Third Party Intervention Restricted	13
Section C: Intervention Procedures	14
Section D: Solicitation Activities & Access Rights	14
Section E: Bulletin Boards	14
108 Emergency Closures	16
Section A: Definition	16
Section B: Communicating Emergency Closures	16
Section C: Affected and Unaffected Employees	17
Section D: Telework	18
Section E: Accrued Leave Usage	18

109 Required Workplace Posters	19
Section A: Required Workplace Posters	19
Section B: Official Posting Areas	20
Section C: Employee Posting Areas	20
Section D: Compliance	20
109 A1 Workplace Posters	20
110 Preventing Workplace Violence	21
Section A: General Provisions	21
Section B: Avoid Hiring Potential Violators	22
Section C: Warning Signs	22
Section D: Establishing a Plan	23
Section E: Reporting Acts or Threatened Acts of Violence	23
Section F: Investigating Procedures	24
Section G: Corrective Action	25
110 A1 Workplace Acts or Threats of Violence Report	25
111 Telework	26
Section A: Definitions	26
Section B: General Provisions	27
Section C: Eligible Positions	28
Section D: Eligibility Criteria	29
Section E: Application Process & Employee Responsibilities	30
Section F: Management Responsibilities	31
Section G: Fair Labor Standards Act (FLSA)	33
Section H: Agency Telework Coordinator	33
Section I: Emergency Situations	33
Section J: Use of State-Owned Equipment	34
Section K: Use of Employee-Owned Equipment	35
Section L: Worksite Safety and Liability	35
Section M: Workers' Compensation	36
Section N: Dependent Care	36
Section O: Confidentiality and Information Security	36
111 A1 Telework Guidelines	37
111 A2 Telework Self-Assessment	41
111 A3 Telework Workspace Self-Certification	41
111 A4 Telework Application	41
111 A5 Telework Agreement	41
111 A6 Telework Property Removal Form	41
111 A7 Telework Application Checklist	41
111 A8 Telework Activity Log	41
111 A9 Governor's Executive Order	41
112 Retirement Celebrations	42

Section A: General Provisions	42
Section B: Process	42
113 Infectious Disease	43
Section A: General Provisions	43
Section B: Office Standards	43
Section C: Communication and Information	44
Section D: Respiratory Etiquette	44
Section E: Sick Employees	44
115 Motor Vehicle Use	46
Section A: DRIVER QUALIFICATIONS	46
Section B: DRIVER REPORTING	46
Section C: DRIVER INFRACTIONS	47
Section D: DRIVER DISQUALIFICATION	47
Section E: DRIVER ASSESSMENT FOR ANNUAL MVR	48
Section F: MVR FITNESS DETERMINATION	48
115 A1 Driver Acknowledgement	49
115 A2 Driver Notification	49
115 A3 Driver Safety Tips	49

101 Equal Employment Opportunity and Unlawful Discrimination



Georgia Department of Human Services Human Resources Policy #101

Equal Employment Opportunity and Unlawful Discrimination

Release Date: September 1, 2003

Revised Date: April 11, 2024

Next Review Date: April 10, 2026

References: Title VII of the Civil Rights Act of 1964, 42 USC 2000e, as amended by the Civil Rights Act of 1991
The Americans with Disabilities Act of 1990, as amended by the Americans With Disabilities Act of 2008
U.S. Equal Employment Opportunity Commission 915.002
Rules of the State Personnel Board 478-1-.03 - Antidiscrimination
Statewide Sexual Harassment Prevention Policy, January 2019
DHS Policy #102 - Sexual Harassment

The Department of Human Services (DHS) will comply fully with all federal and state anti-discrimination laws. The Office of Human Resources (OHR) manages all employment-related unlawful discrimination issues involving applicants and DHS employees. OHR will provide direction, coordination, and technical assistance to DHS leadership for equal opportunity and unlawful discrimination issues.

Section A: Equal Employment Opportunity

1. DHS is committed to providing equal employment opportunity for all individuals regardless of race, color, creed, national origin, ancestry, citizenship, religion, political opinions or affiliations, age, disability, genetic information, sex, pregnancy, childbirth or related conditions, military or veteran status, or other status protected by federal or state law or regulation.

Section B: Harassment Awareness and Prevention

1. DHS prohibits and will not tolerate harassment of any kind based on race, color, creed, national origin, ancestry, citizenship, religion, political opinions or affiliations, age, disability, genetic information, military or veteran status, or status other than sex protected by federal or state law or regulation.



Harassment based on sex is also strictly prohibited by the Statewide Sexual Harassment Prevention Policy and DHS Policy #102: Sexual Harassment, which should be referenced for guidance on the reporting and handling of sexual harassment complaints and reports.

Section C: Response to Complaints

1. When a complaint is received, OHR will conduct a prompt, thorough, and objective investigation of the allegations. All DHS employees are expected to cooperate fully during an investigation. Investigations will be conducted as confidentially as possible, and all employees involved in the process are expected to refrain from discussing the matter outside of the investigatory process.
 - a. OHR will manage all official charges of unlawful discrimination filed with enforcement agencies outside of DHS. In consultation with appropriate DHS personnel, OHR will make all unlawful discrimination determinations and monitor the implementation of any outcomes.
 - b. DHS employees may file internal complaints alleging unlawful discrimination pursuant to DHS Policy #1503: Unlawful Discrimination Complaint Procedure. Complaints received through this internal procedure will be managed by OHR.
 - c. If a complaint is substantiated, DHS will take corrective and remedial action, up to and including termination of the employee(s) found to have engaged in such misconduct. Appropriate action will also be taken to deter any future discrimination, harassment, and/or retaliation.

For additional information or assistance, please contact your designated Human Resources Representative.

102 Sexual Harassment



Georgia Department of Human Services Human Resources Policy #102

Sexual Harassment

Release Date: March 1, 2019

Revised Date: March 1, 2019

References: Executive Order 01.14.19.02
Statewide Sexual Harassment Prevention Policy

Next Review Date:

Section A: Introduction

While there are multiple types of workplace harassment, as Executive Order 01.14.19.02 recognizes, incidents of sexual harassment present unique challenges which warrant special emphasis and the implementation of a particularized approach to the prevention, detection and elimination of sexual harassment from the State workplace.

Section B: Purpose

The State of Georgia promotes respect and dignity and does not tolerate sexual harassment in the workplace. The State is committed to providing a workplace and environment free from sexual harassment for its employees and for all persons who interact with state government. All State of Georgia employees are expected and required to interact with all persons including other employees, contractors, and customers in a professional manner that contributes to a respectful work environment free from sexual harassment.

This Policy is intended to set standards for Executive Branch agencies and employees in furtherance of this commitment and to protect individuals from sexual harassment and retaliation.

Section C: Authority

Executive Order 01.14.19.02 directs the Georgia Department of Administrative Services Human Resources Administration Division (HRA), in consultation with the Executive Counsel to the Governor, to promulgate a uniform sexual harassment prevention policy that shall apply to all Executive Branch agencies. In addition, pursuant to O.C.G.A § 45-20-4, the Georgia Department of Administrative Services is responsible for ensuring compliance with all applicable federal and state statutes and regulations concerning personnel administration and related matters. This includes, but is not limited to, the Equal Protection Clause of the Fourteenth Amendment of the United States Constitution, U.S. Const. amend. XIV., the Equal Protection Clause of the Georgia Constitution, Ga. Const. Art.

1, Sec. I, Para. II., Title VII of the Civil Rights Act of 1964, 42 U.S.C. §§ 2000e, et seq., and the Fair Employment Practices Act of 1978, O.C.G.A §§ 45-19-20, et seq., which prohibit employment discrimination and harassment on the basis of sex.

Section D: Applicability

The provisions of this Policy apply to all Executive Branch agencies. This Policy does not apply to the Board of Regents of the University System of Georgia, the Legislative Branch, or the Judicial Branch.

Section E: Definitions

1. For purposes of this Policy, the following definitions apply:

- a. “Agency” or “Agencies” means any Executive Branch agency, authority, board, bureau, commission, council, department, office, unit, entity, or instrumentality of any kind, and others as may be designated by the Governor, or to the extent that such designation does not conflict with state law.
- b. “Employee” is a person who is hired to provide services to the State on a regular basis in exchange for compensation and who does not provide these services as part of an independent business. “Covered Employee” is a person who is hired to provide services to an Agency on a regular basis in exchange for compensation and who does not provide these services as part of an independent business.
- c. “Investigator” is a person designated by his or her Agency head to conduct investigations related to sexual harassment complaints or reports.
- d. “Retaliation” is an act or omission intended to, or having the reasonably foreseeable effect of, punishing or otherwise negatively impacting an individual for submitting (or assisting with submitting) a complaint of or reporting sexual harassment, for participating in a sexual harassment investigation or proceeding, or for otherwise opposing sexual harassment.
- e. “Sexual harassment” is physical, verbal, or non-verbal/visual conduct that is either (i) directed toward an individual or (ii) reasonably offensive to an individual because of his or her sex. Therefore, for purpose of this Policy, “Sexual harassment” includes physical, verbal, or non-verbal/visual conduct constituting:
 - i. Unwanted sexual attention, sexual advances, requests for sexual favors, sexually explicit comments, and other conduct of an expressed or obviously implied sexual nature, by an individual who knows, or reasonably should know, that such conduct is unwanted and offensive; and
 - ii. Conduct that is hostile, threatening, derogatory, demeaning, or abusive or intended to insult, embarrass, belittle, or humiliate an individual because of his or her sex – regardless of whether the underlying reason for the conduct is apparent.



This Policy purposefully prohibits all sexual harassment and is not limited to conduct that would rise to the level of unlawful conduct under state or federal anti-harassment laws.

- f. “Supervisor” or “Manager” is a Covered Employee who has the authority to oversee, hire, fire, demote, or to effectively recommend hiring, firing, or demotion, or to make or effectively recommend other material changes to the working conditions of at least one employee.

Section F: Prohibited Conduct

1. All Covered Employees are strictly prohibited from engaging in sexual harassment as defined herein. This prohibition applies to conduct occurring in or otherwise affecting the workplace. As such, it includes conduct occurring both on and off the work premises and during or outside of work hours. While sexual harassment encompasses a wide range of conduct, some examples of conduct specifically prohibited by this Policy include, but are not limited to:
 - a. Denying (directly or indirectly) an employment benefit or employment-related opportunity to an employee for refusing to comply with a sexually-oriented request;
 - b. Threatening (directly or indirectly) to deny an employment benefit or an employment-related opportunity to an employee for refusing to comply with a sexually-oriented request;
 - c. Providing or promising (directly or indirectly) to provide an employment benefit or employment-related opportunity to an employee in exchange for complying with a sexually-oriented request;
 - d. Engaging in sexually-explicit or suggestive physical contact, including touching another employee in a way that is unwelcome or restricting an employee’s movement;
 - e. Displaying or transmitting pornographic or sexually-oriented materials (such as photographs, posters, cartoons, drawings, or other images) or storing or accessing such materials on State-owned equipment for personal use or consumption;
 - f. Engaging in indecent exposure;
 - g. Making obscene gestures (i.e., hand or bodily gestures);
 - h. Making romantic advances and persisting despite rejection of the advances;
 - i. Using sexually-oriented language or making sexually-related propositions, jokes, or remarks, including graphic verbal commentary about an individual’s body or clothing; and,
 - j. Sending sexually suggestive or obscene messages by mail, in person, by telephone, or by electronic communication.
2. Agencies and Covered Employees are further prohibited from engaging in retaliation against an employee for submitting (or assisting with submitting) a complaint of or reporting sexual harassment, for participating in a sexual harassment investigation or proceeding, or for otherwise opposing sexual harassment.
3. A Covered Employee found to have engaged in sexual harassment and/or retaliation in violation of this Policy will be subject to corrective and/or disciplinary action, up to and including termination of employment.
4. A third party found to have engaged in sexual harassment and/or retaliation may be subject to appropriate corrective action. Such action may include, but is not limited to, termination of contract, removal from Agency premises, restricted access to Agency premises and/or personnel, or notification to the third party’s employer.

5. Agencies shall immediately refer any reported criminal conduct the appropriate law enforcement agency. Such referral shall not prohibit an Agency from pursuing its own investigation of the complaint or report. If criminal activity is suspected the Agency shall confer with the Office of the State Inspector General (OIG) regarding how to proceed with the Agency investigation.

Section G: Training

1. Agencies shall require all Covered Employees, including part-time, temporary, seasonal employees, and independent contractors who are regularly on Agency premises and/or regularly interact with Agency personnel to complete employee sexual harassment prevention training on an annual basis. An independent contractor may waive state-mandated training upon acknowledgement of this Policy and documentation that he/she has completed sexual harassment prevention training offered by his/her employer within the last year.
2. Agencies shall provide sexual harassment prevention training to all new or transferred Covered Employees within thirty (30) calendar days of hire.
3. Agencies shall require sexual harassment prevention training for supervisors and managers on an annual basis. New supervisors and managers must complete this training within thirty (30) calendar days of employment or promotion to a supervisory or managerial position.
4. Agencies shall utilize the standardized training provided by HRA to fulfill the obligations under this Policy for employee and manager training.
5. Agencies shall track and maintain records pursuant to the statewide record retention schedule documenting attendance of employee and manager training. Such records are subject to audit by the OIG.
6. Agencies shall require designated investigators (see Section IX. Investigations) to complete statewide investigator training provided by the OIG to ensure consistency in sexual harassment investigations across the State. Agencies shall require designated investigators to complete the statewide training within thirty (30) calendar days of the effective date of this Policy. Designated investigators appointed subsequent to the effective date of this Policy shall complete such training as soon as practicable.

Section H: Complaint Procedure

1. Covered Employees who believe they have been subjected to sexual harassment or retaliation in violation of this Policy are strongly encouraged to promptly submit a complaint regarding the incident(s) to one of the following officials:
 - a. The Covered Employee's supervisor or manager;
 - b. The Covered Employee's division director;
 - c. The Agency's Human Resources Director; or,
 - d. Other Agency designee.
2. Covered Employees who have witnessed or otherwise have reason to believe that another employee is being or has been subjected to sexual harassment or retaliation shall promptly report the same to one of the Agency officials listed above.
3. To the extent that any of the above officials are the alleged harasser or retaliator, or if a Covered

Employee has a reasonable fear of retaliation by one of the above officials, a Covered Employee may submit a complaint or report of sexual harassment or retaliation directly to the OIG.

4. While written complaints and reports of sexual harassment or retaliation are preferred, Agencies shall accept all complaints and reports, whether written, verbal, or anonymous, and will ensure that each complaint or report is promptly and appropriately investigated and resolved.
5. Agencies shall review all complaints and reports of sexual harassment and retaliation they receive and shall notify the OIG of the same within two (2) business days of receipt.

Section I: Investigations

1. Each Agency shall designate at least two of its employees, not of the same gender, to conduct investigations under this Policy. Agencies must ensure that employees directly supervised by designated investigators have the ability to submit complaints or reports of sexual harassment to an individual other than their direct supervisor or manager.
2. Agencies shall report to the OIG the names and contact information for the designated investigators and a HR contact via the OIG's online portal within seven (7) business days of the effective date of this Policy. Should a vacancy in an investigator or HR contact role occur, a replacement shall be designated and reported to the OIG within seven (7) business days of the vacancy via the OIG online portal.
3. Agencies shall cooperate with any determination by the OIG that a complaint or report cannot be handled internally at the Agency from which it originated. Agencies shall cooperate fully with the impartial investigator assigned by the OIG to handle the complaint or report.
4. The assigned investigator shall complete the investigation and issue a report of findings as promptly as possible but at least within forty-five (45) calendar days of assignment. An Agency Head may consider an extension of time due to extenuating circumstances.

Section J: Resolution

1. Agencies shall make a final determination, and if necessary, implement appropriate corrective or disciplinary action and remedial measures depending upon the nature of the policy violation, as soon as possible but in no event more than twenty-one (21) calendar days of receipt of the investigative report.
2. Agencies shall consult with and provide updates to the OIG as requested and promptly produce any information related to a sexual harassment or retaliation complaint or report or the investigation upon the OIG's request.
3. Agencies shall, to the extent consistent with thorough investigation and with procedures outlined in this Policy, maintain confidentiality of information reported to the Agency. Complaints and reports of sexual harassment or retaliation, investigative reports, final determinations, and other related documents will be subject to disclosure under the Open Records Act upon completion of the investigation.

Section K: Acknowledgement and Recordkeeping

1. Agencies shall make this Policy available to all Covered Employees and retain documentation of

each Covered Employee's acknowledgment of receipt of the Policy in his or her personnel file.

2. All complaints and reports, investigative documents, policy acknowledgements, and records of training attendance shall be retained pursuant to the statewide record retention schedule and as otherwise required by law pursuant to specific requests for preservation.

For additional information or assistance, please contact your local Human Resource Office, or email DHS-Policies@dhs.ga.gov.

103 Smoking



Georgia Department of Human Services Human Resources Policy #103

Smoking

Release Date: August 16, 1999

Revised Date: March 30, 2020

References: O.C.G.A. 16-12-2 — Smoking in Public Places
O.C.G.A. § 31-12A-1 et seq. — Georgia Smokefree Air Act of 2005

The Department of Human Services (DHS) is a smoke free environment. Smoking is, therefore, prohibited in all facilities either occupied or controlled by DHS and in vehicles owned by or assigned to DHS. Smoking is also prohibited in employee's personal vehicles during work hours when clients or customers are being transported.

This smoking policy is applicable to all employees, clients, customers, vendors, and visitors to DHS facilities.

Section A: Prohibitions

1. Smoking is prohibited in all enclosed facilities of, including buildings owned, leased, or operated by, the State of Georgia, its agencies and authorities, and any political subdivision of the state, municipal corporation, or local board or authority created by general, local, or special Act of the General Assembly or by ordinance or resolution of the governing body of a county or municipal corporation individually or jointly with other political subdivisions or municipalities of the state.
2. Except as otherwise specifically provided, smoking shall be prohibited in all enclosed areas within places of employment, including, but not limited to, common work areas, auditoriums, classrooms, conference and meeting rooms, private offices, elevators, hallways, medical facilities, cafeterias, employee lounges, stairs, restrooms, and all other enclosed facilities.

Section B: Provisions

1. Authorized officials are to ensure a smoke free work environment in all areas occupied by DHS.
2. "No Smoking" signs are to be posted in conspicuous places to indicate that the DHS facility is a smoke free work environment.
3. Employees may smoke only during their meal periods and a maximum of two discretionary 15-minute break periods. Additional smoking time is not allowed.

Section C: Compliance

1. Employees are required to comply with the provisions of this policy.
2. Supervisors are responsible for ensuring that employees do not smoke in prohibited areas or use work time for smoking purposes.
3. Appropriate disciplinary action, up to and including separation, will be taken against employees who violate this policy.

For additional information or assistance, please contact your local Human Resource Office, or email DHS-Policies@dhs.ga.gov.

106 Assignment of Duties



Georgia Department of Human Services Human Resources Policy #106

Assignment of Duties

Release Date: October 1, 2002

Revised Date: March 30, 2020

Next Review Date:

References: DHS Human Resources Policy #1002 — Official Hours and Work Schedules
DHS Human Resources Policy #111 — Telework
Office of Planning and Budget Policy #2 — Rules, Regulations, and Procedures Governing the Payment of Intrastate Relocation Expenses to State Employees

Leadership has the responsibility to accomplish the mission of the Department of Human Services (DHS). Based on the needs of DHS, leadership has the authority to assign, take from, add to, eliminate entirely, or otherwise change the duties and responsibilities of employees, and to direct and monitor their work. The assignment of duties and responsibilities may be temporary or permanent.

Section A: Work Hours

1. Implicit in the authority to assign duties and responsibilities is the authority to assign work hours and work schedules. Management has the authority to arrange the work schedules of employees as necessary to meet the needs of the Department. Managers may allow employees to work alternative work schedules or at alternative worksites (i.e., by telework, performing duties as a mobile worker, etc.) provided that the responsibilities of the job are fully met.

Section B: Work Location

1. Employees may be assigned from one duty station to another as a result of transfer, promotion, demotion, or relocation of function. Employees who are relocated and meet the established requirements for reimbursement for relocation expenses will be reimbursed in accordance with the Rules, Regulations and Procedures Governing the Payment of Interstate Relocation Expenses to State Employees published by the Office of Planning and Budget.

For additional information or assistance, please contact your local Human Resource Office, or email DHS-Policies@dhs.ga.gov.

106 A1 Policy Memorandum

106 A2 Employee Application for Intrastate Relocation Expense Reimbursement

106 A3 Employee Intrastate Relocation Expense Voucher

107 Third Party Involvement in Employment Issues



Georgia Department of Human Services Human Resources Policy #107

Third Party Involvement in Employment Issues

Release Date: September 1, 2003

Revised Date: February 19, 2020

References: DHS Human Resources Policy #1501 — Classified Employee Compliant Procedure (Section N)
DHS Human Resources Policy #1502 — Unclassified Employee Compliant Procedure (Section G)

It is the policy of the Department of Human Services to maintain contact and relations with DHS employees on an individual and direct basis and not through third party individuals, representatives or unions.

Section A: Employee Concerns

1. Employees are encouraged to bring work-related concerns to the attention of their supervisor for review and resolution. Supervisors are encouraged to communicate clearly to employees and be open to their suggestions and concerns. Employees may also contact their Human Resources Representative (HRP) or the Office Human Resources (OHR) for assistance with employment matters.

Section B: Third Party Intervention Restricted

1. The department does not recognize, express or implied, any third-party involvement in any matter pertaining to employment issues or management of the Department's staff.



Third parties include, but are not limited to, attorneys, employee's relatives, friends, acquaintances, representatives of professional associations and labor organizations. Those who are not considered in a "need to know" status.

2. Unless specific exceptions are authorized, as outlined in Paragraph B (3) below, supervisors will not meet, confer, negotiate or engage in any discussions with third parties regarding departmental employment matters. This policy applies whether the third party is a non-employee or an employee who is asked to or claims to represent another employee.
3. Discussions with third parties are permitted under the following circumstances:
 - a. When such discussions have been authorized by the DHS Commissioner, Deputy Commis-

sioner, General Counsel, or the OHR Director.

- b. Officials representing DHS may discuss employment matters with attorneys or representatives from enforcement agencies such as: hearings conducted by the Office of State Administrative Hearings and investigations conducted by the Georgia Commission on Equal Opportunity or the US Equal Employment Opportunity Commission.



Supervisors are to contact OHR prior to engaging in discussions with third parties regarding employment matters.

- c. In accordance with the DHS Compliant Resolution Procedures, employees may request the assistance of DHS third party representatives in preparing grievances and/or representing them in grievance hearings. Supervisors involved with grievances may also select DHS third party representatives to assist them in preparing for and/or representing them in grievance hearings.



While the DHS Third Party Representative must be a DHS employee, they cannot be an HRP.

Section C: Intervention Procedures

The following procedures are to be used for managing third party efforts to intervene in employment matters:

1. The third party is to be advised in a courteous manner of the Department's policy. Employment matters are not to be discussed.
2. Immediately report efforts of third parties to intervene in employment matters to DHS officials such as Division/Office Directors and OHR Director.

Section D: Solicitation Activities & Access Rights

1. Access to DHS facilities for solicitation activities shall be requested in writing no less than 48 hours in advance. There shall be no solicitation on property owned by the State of Georgia except as authorized herein. Access for solicitation shall be limited to one visit per facility per month and two visits per facility per three-month period. Access for solicitation activities shall be limited to designated conference rooms or similar internal areas as designated by the Department.
2. All requests for third party access to DHS facilities in accordance with this section are to be forwarded to, and coordinated with, the OHR Director or designee.



Violation of these conditions of access may result in suspension or termination of access privileges.

Section E: Bulletin Boards

1. It is recommended that DHS organizational units designate "official" bulletin boards that are used solely for official work-related purposes. Postings on "official" bulletin boards should include notices required by law, rules and Department policies, program and service-related

announcements, employment opportunities, and other employment-related matters.



A complete list of required notices that should be posted on official bulletin boards is available on the federal Department of Labor website. The posters can be downloaded from this site.

2. “Employee” bulletin boards should be designated for professional associations, employee organizations, and employee general interest purposes. Items posted should be restricted in size and duration of posting. Items should not promote a particular political, moral, religious, personal or other opinion. Items which are obscene, vulgar, offensive or inflammatory are prohibited. Management reserves the right not to post and the right to remove any item which contains false, misleading or inappropriate information.
3. In the case of official and employee bulletin boards, staff should be assigned to ensure compliance with this policy.

For additional information or assistance, please contact your local Human Resource Office, or email DHS-Policies@dhs.ga.gov.

108 Emergency Closures



Georgia Department of Human Services Human Resources Policy #108

Emergency Closures

Release Date: September 1, 2003

Revised Date: March 30, 2020

Next Review Date:

References: O.C.G.A. 45-20-16 — Rules for accrual of leave, holidays, and compensation for closing of state offices utilization of accumulated sick leave conversion to and use of personal leave disapproval of sick leave procedure for contesting disapproval regain of forfeited sick leave after reemployment
Rules of the State Personnel Board 478-1-16 — Absence from Work
Office of Planning and Budget Policy #7 — Rules, Regulations, and Procedures Governing Working Hours, the Payment of Overtime and the Granting of Compensatory Time

Section A: Definition

1. For the purpose of this policy “Emergency Closures” is defined as office closings due to weather conditions or other emergency circumstances.

Section B: Communicating Emergency Closures

1. The DHS Commissioner will be notified of any authorized changes to normal work hours, if weather conditions or other emergency circumstances affecting all agencies statewide or within a geographic region develop during the workday. If such conditions develop during the night and warrant delayed opening or official closing, official announcements will be made by the Governor through the following media outlets:
 - a. In Metropolitan Atlanta: Television Broadcast Station WSB (ABC) Channel 2, and Radio Stations WSB AM 750 and WSB 95.5 FM will serve as official notification stations.
 - b. In areas outside Metropolitan Atlanta: Local radio stations that are part of the Georgia Public Broadcast (GPB) will carry official announcements.
2. Announcements will be made, as soon as possible following any decision to close state operations in any area. Employees should listen to one of the above stations for information about alternate work hours or office closings. Announcements on other stations than those listed above may be inaccurate.
3. In the absence of official notification of delayed opening or office closure, employees are expected to report to work on time or contact their supervisor or other appropriate agency personnel, as directed by the DHS Commissioner.

Section C: Affected and Unaffected Employees

1. When the Governor or DHS Commissioner closes an office because of weather conditions or other emergency circumstances, affected employees are excused from duty without loss of pay as provided in this Policy section. Employees who are not directly affected by an office closure will not be excused from work.
 - a. Employees considered directly affected by a closure:
 - I. Employees who are scheduled to work in an affected area during an emergency office closure.
 - II. Non-temporary salaried employees affected by the closure are paid for the scheduled work time they do not work because of the closure. This paid time off is not charged against their accrued leave.
 - III. The following employees are not eligible for compensation for absences due to emergency closure:
 1. Unaffected Employees,
 2. All Temporary Employees,
 3. All Hourly Employees except as provided in subsection (III)(5) below.
 4. Active, salaried, non-temporary employees who are rehired retirees of the Employees' Retirement System of Georgia while receiving retirement annuity payments during the first 1,040 hours of work performed in the calendar year; and,
 5. Non-temporary, hourly employees will be paid for scheduled time not worked during any emergency closure occurring due to the Public Health State of Emergency declared on March 14, 2020. This provision does not apply to hourly rehired retirees of the Employees' Retirement System of Georgia.
 - b. Employees considered unaffected by the closure include:
 - I. Employees who were not scheduled to work in an affected area during an emergency office closure.
 - II. Employees scheduled to use leave or compensatory time during an emergency office closure will be charged for that preapproved leave or compensatory time, as they are considered unaffected by the closure.
 - III. Employees referenced in Section D (1) and (2) below.
 - c. Essential Staff
 - I. DHS may determine it is essential to continue certain functions during an emergency office closure. Employees whose functions are deemed essential may be required to work, rather than excused from duty.
 1. Essential employees who are required to work must report for duty and remain for their entire shift or in excess of their normally scheduled shift, as required during an emergency closure to ensure continuity of essential operations. Each Division/Office Director is responsible for preparing a list of Essential Employees.
 2. Division/Office Directors are responsible for informing their staff, in writing, of their designation as an "Essential Employee", their assignment and the requirement to

report to work on time for their regular work shift, whenever there are weather conditions or other emergency circumstances which may result in a DHS office or department closure. Directors should review the Essential Employee list annually and make changes accordingly.

3. Essential employees will be compensated as usual for the time worked during their normal work schedule and do not have any right to additional absence or compensation for this time, as a result of paid absence authorized for non-essential staff.
4. Essential employees who are required to work additional time because of an office or facility closing will be compensated in accordance with the provisions of the Office of Planning and Budget Policy #7 — Rules, Regulations and Procedures Governing Working Hours, the Payment of Overtime and the Granting of Compensatory Time.
5. Essential employees who fail to report to work may be subject to disciplinary action under DHS Human Resources Policy #1201 — Conduct Standards and Ethics in Government and their absence will be charged to leave, as appropriate.

Section D: Telework

1. Employees who are scheduled to telework are not affected by the office closure. They are expected to telework, or request leave as usual. The only exception is, if the employee is unable to telework due to unusual circumstances, such as a power outage. Employees who have been authorized to telework under the department's policy may be required to telework, regardless of whether they were scheduled to do so on the date of closure.
2. During extenuating circumstances (e.g., natural disaster, an infectious disease outbreak, quarantine, or other crisis etc.) the Governor or DHS Commissioner may require all employees whose jobs are telework suitable to work remotely from home until notified otherwise.

Section E: Accrued Leave Usage

1. If an employee is absent from duty because of severe weather conditions or other emergencies that do not cause their office or facility to close, the absence will be charged to:
 - a. Make up time lost from work, if permitted by supervisor. In order to comply with the Fair Labor Standards Act, a non-exempt employee must make up time during the same work-week as the time lost.
 - b. Charge the period of absence to accrued compensatory time;
 - c. Charge the period of absence to accrued annual leave;
 - d. Charge the period of absence to personal leave;
 - e. Telework (if determined appropriate by DHS); or

If none of the above options are available, place the employee on leave without pay for the period of absence.

For additional information or assistance, please contact your local Human Resource Office, or email DHS-Policies@dhs.ga.gov.

109 Required Workplace Posters



Georgia Department of Human Services Human Resources Policy #109

Required Workplace Posters

Release Date: December 16, 2010

Revised Date: March 30, 2020

References: U.S. Department of Labor
Georgia Department of Administrative Services

The Department of Human Services is required by Federal and State laws, Governor's mandate, Rules of the State Personnel Board and department policies to post certain notices in areas conspicuous to employees and applicants at each work location. DHS organizational units are responsible for posting and maintaining required notices at their locations.

Section A: Required Workplace Posters

1. All the required workplace posters can be found on the Georgia Department of Administrative Services website.
2. Workplace posters required by Federal Law include:
 - a. Employee Rights Under the Fair Labor Standards Act,
 - b. Employee Rights Under the Family and Medical Leave Act,
 - c. Employee Rights Under the Uniformed Services Employment & Reemployment Rights Act (USERRA),
 - d. Equal Employment Opportunity (EEO) is the Law,
 - e. EEO is the Law Supplement Poster,
 - f. E-Verify Participation Poster, and
 - g. Right to Work Notice.
3. Workplace posters required by State Law include:
 - a. Equal Pay for Equal Work Act Notice,
 - b. Human Trafficking,
 - c. Georgia Worker's Compensation Bill of Rights for the Injured Worker,
 - d. Georgia Worker's Compensation Bill of Rights,
 - e. Georgia Worker's Compensation Fraud Notice,

- f. Georgia Worker's Compensation Official Notice,
- g. No Smoking Poster,
- h. Public Employee's Hazardous Chemical Protection and Right to Know,
- i. Unemployment Insurance Notice, and
- j. Unemployment Insurance is not Payable during Vacation.

Section B: Official Posting Areas

1. DHS organizational units should designate "official" posting areas (e.g. bulletin boards, wall space, etc.) that is used solely for official, work-related purposes. Postings in "official" posting areas should include required notices, program and service-related announcements, employment opportunities, and other employment-related matters.

Section C: Employee Posting Areas

1. DHS organizational units should designate "employee" posting areas (e.g., bulletin boards, wall space, etc.), if available, for professional associations and employee general interest purposes.
 - a. Items posted should be restricted in size and duration of posting.
 - b. Items should not promote a particular political, moral, religious, personal or other opinion.
 - c. Items that are obscene, vulgar, offensive or inflammatory are prohibited.
 - d. Management reserves the right not to post and the right to remove any item that contains false, misleading or inappropriate information.

Section D: Compliance

1. Staff should be assigned to monitor official and employee posting areas to ensure compliance with this policy.

For additional information or assistance, please contact your local Human Resource Office, or email DHS-Policies@dhs.ga.gov.

109 A1 Workplace Posters

This is an external link.

doas.ga.gov/human-resources-administration/workplace-posters

110 Preventing Workplace Violence



Georgia Department of Human Services Human Resources Policy #110

Preventing Workplace Violence

Release Date: May 1, 2001

Revised Date: April 19, 2024

Next Review Date: April 18, 2026

References: DHS Policy #1201- Conduct Standards and Ethics in Government

The Department of Human Services (DHS) is concerned about the health and safety of all individuals. All DHS employees are to use safe work practices, follow policies, procedures and directives, and assist in maintaining a safe and secure work environment.

Section A: General Provisions

1. Employees, supervisors, and managers are expected to maintain a professional relationship with their colleagues, clients, patients, customers, vendors, and all other work-related contacts.
2. DHS will not tolerate any acts or threats of violence in the workplace, while on duty or off duty, when the act is directed toward a work-related contact or otherwise bears a relationship to work.
3. Examples of prohibited behavior include but are not limited to:
 - a. Threatening, abusive, or intimidating language or written material;
 - b. Fighting or other acts of violence whether directed toward a manager, supervisor, coworker, client, patient, customer, vendor or any other individual, while on duty or representing the department;
 - c. Stalking and;
 - d. Possession of weapons on the work premises unless specifically authorized due to the nature of work performed.
4. DHS reserves the right to conduct reasonable searches on all state property including but not limited to desks, lockers, work areas, state vehicles, etc.
5. All employees should remain alert and be familiar with their surroundings in order to recognize potentially serious situations. Most acts of workplace violence are preceded by direct and/or indirect threats. Employees at all levels must take all threats seriously and report them as soon as possible.

Section B: Avoid Hiring Potential Violators

1. One of the best methods to reduce or prevent workplace violence is to avoid hiring individuals who are likely to be perpetrators of such violence. If selected applicants are to drive state or personal vehicles for work related purposes, verification of valid driver's licenses and appropriate vehicle insurance is required.
 - a. Applications for employment should be carefully reviewed. Explanation of gaps in employment history should be requested. Clarification on any other unclear areas should be sought.
 - b. Dates of previous and current employment should be verified.
 - c. Reasons given for leaving previous employers should be reviewed.
 - d. Employment references, including previous/current employer, should be checked.
 - e. Criminal background records should be checked, in accordance with DHS Policy #504: Criminal Background Check.
 - f. Drug screening should be conducted, if authorized for the position. Results must be received prior to selected applicants reporting for work.
 - g. Applicants may be asked if they have ever been charged with acts or threatened acts of violence or released from employment for these reasons.

Section C: Warning Signs

1. Individuals may exhibit certain behaviors that may be warning signs of potential violent behavior. The presence of these behaviors does not necessarily mean someone is going to commit a violent act. Others may not exhibit any unusual behavior prior to committing acts or threats of violence. Employees, supervisors, and managers should be aware of circumstances or behaviors, including but not limited to:
 - a. Recent disciplinary action, denial of a promotion, or pending separation;
 - b. No outside interests, such as family life, hobbies or friends;
 - c. Often blames, has difficulty accepting authority and/or responsibility;
 - d. Experiencing personal challenges, such as a family crisis or illness;
 - e. History of substance abuse;
 - f. Having financial problems;
 - g. Fascinated with guns and weapons; may discuss gun ownership at work;
 - h. History of violent behavior; may frequently discuss past violent incidents;
 - i. Has made direct and/or indirect threats of violence toward coworkers or others;
 - j. Added stress in the workplace due to impending layoffs or staff reductions.



If appropriate, employees exhibiting potential problems should be referred to a behavioral health services program which specializes in behavioral problems/issues.

Section D: Establishing a Plan

1. Divisions/Offices are responsible for ensuring a plan to prevent workplace violence and manage incidents and/or threats established, in each work location.
2. Each DHS work location with 50 or more employees must establish a committee that will oversee the implementation and management of the Division/Office prevention of workplace violence plan. This responsibility may be included as part of an existing committee structure (e.g., Safety Committee, Risk Management Committee, etc.) available at each work location.
3. Items to be reviewed and considered include but are not limited to:
 - a. Assess security to determine, if adequate;
 - b. Enhance lighting, if necessary;
 - c. Install alarm, intercom and/or electronic surveillance equipment system, if determined appropriate;
 - d. Improve facility entrance requirements, such as requiring all employees to wear ID badges and visitors to check in and wear visitor badges;
 - e. Secure areas that have drop boxes/cash transactions;
 - f. Establish a relationship with local law enforcement officials before any incidents occur;
 - g. Determine methods of communicating incidents with law enforcement;
 - h. Prepare a workplace crisis reaction plan to follow should incidents occur;
 - i. Determine what position(s) and/or incumbent(s) will be "in charge" should incidents occur; and,
 - j. Establish channels for reporting incidents.
4. Employees, supervisors and managers are to be advised of the workplace crisis reaction plan and trained on appropriate procedures to follow should incidents occur.

Section E: Reporting Acts or Threatened Acts of Violence

1. Employees are responsible for notifying their supervisors or other authorized officials of all acts or threats of violence. Failure of an employee to report such acts or threats of violence is considered a basis for disciplinary action, up to and including separation from employment.



Safety precautions should be put in place, if determined appropriate, as soon as incidents are reported. Staff should be warned of potential danger, if directly involved or likely to be involved.

2. Employees must notify their supervisors or other authorized officials, when any restraining order has been initiated by or against them. This includes issues of a personal nature (e.g., domestic disputes, stalking, etc.), when the workplace could be affected.



A restraining order may be sought by DHS on behalf of employees under circumstances where employees are threatened or harmed due to the performance of work-related

duties. Employees should contact their designated HR Representative for assistance.

3. A Workplace Acts or Threats of Violence Report (see Attachment #1) must be completed by the employee, supervisor or other authorized official, as determined appropriate. This report form is also to be completed by the receiver of anonymous reports. The completed report is to be immediately forwarded to their designated HR Representative.
4. Employees who report acts or threats of violence are protected from retaliation. Any acts of retaliation should be reported to their designated HR Representative, as soon as possible.
5. All alleged acts or threats of violence are to be taken seriously. This includes anonymous reports.
6. Any recurring or continuing alleged acts or threatened acts of violence on or off of the work premises should be immediately reported.

Section F: Investigating Procedures

1. All alleged acts or threats of violence will be reviewed by appropriate managers. When the nature of the alleged threat or act of violence warrants investigation, the means of investigation shall be determined by management in conjunction with OHR. Available resources for investigations include the Office of Inspector General, OHR, local management and local law enforcement. The Georgia Bureau of Investigation may be used with the approval of the OHR Deputy Director or OHR Deputy Commissioner.
2. Investigations are to begin, as soon as possible. When an investigation of an alleged threat or act of workplace violence is conducted, a written report containing findings and recommended actions should be completed within fifteen (15) calendar days of the reported incident(s).
3. Witnesses may be interviewed in person or by telephone, as determined necessary or appropriate.
4. Written statements may be requested.
5. In the absence of an emergency, the accused employee/individual should be interviewed and given the opportunity to provide information regarding the alleged incident(s). The accused employee/individual should not be interviewed if this would create significant potential for harm to any individual.



If the investigation involves non-employees, investigators should consult with appropriate officials (e.g., law enforcement) regarding available investigative options.

6. The investigative report will be forwarded to the appropriate authorized official for review and potential action.
7. Individuals in a "need to know" status will be informed of the findings and action.
8. The employees/individuals who reported the acts or threats of violence also will be informed of the findings and action. These employees/individuals are to report any reoccurrences of acts or threats of violence to their supervisors, other authorized officials or their designated HR Representative as soon as possible.

Section G: Corrective Action

1. The penalty for acts of violence shall be separation.
2. The penalty for threats of violence shall be separation, in the absence of mitigating evidence as determined by management in consultation with the employee's designated HR Manager.
3. When mitigating evidence exists and accused employees are retained, they should be referred to a behavioral health services program that deals with behavioral problems/issues, if determined appropriate.
4. If separation occurs, all items belonging to the department (e.g., keys, identification badge, access cards, etc.) are to be retrieved immediately.
5. Post separation monitoring should occur to ensure the safety of those involved.
6. If action involving non-employees is necessary, the appropriate supervisor, authorized official or their designated HR Representative should be contacted.

For additional information or assistance, please contact your designated Human Resources Representative.

110 A1 Workplace Acts or Threats of Violence Report

111 Telework



Georgia Department of Human Services Human Resources Policy #111

Telework

Release Date: September 1, 2003

Revised Date: September 23, 2024

Next Review Date: September 22, 2026

References: Department of Administrative Services Statewide Telework Policy
DHS Human Resources Policy #106 – Assignment of Duties
DHS Human Resources Policy #1201 – Conduct Standards and Ethics in Government
DHS Human Resources Policy #1704 – Americans with Disabilities Act (ADA) Title I provisions
DHS Human Resources Policy #1503, Attachment 1, Unlawful Discrimination Complaint Form

Telework is an authorized work arrangement, where work is performed at an approved location other than the employee's primary DHS workplace, known as the alternate workplace, alternate worksite or telework site. This may include the employee's home or field location. Telework may be used as a recruitment and retention tool, while providing positive impact on the environment, traffic gridlock and urban sprawl. Telework may also be used as a reasonable accommodation under the Americans with Disabilities Act (ADA) for individuals who also meet the guidelines outlined in this policy.

Section A: Definitions

1. **Alternate Workplace** means a workplace other than the employee's conventional worksite, such as the employee's residence. Alternate workplace, alternate worksite and telework site are used interchangeably throughout this policy.
2. **Continuous Telework** occurs as part of an ongoing and regular schedule that is preauthorized. Employees have scheduled telework day(s) that happen the same day(s) each week.
3. **Conventional Worksite** means the normal agency worksite where the employee would perform their work if they were not teleworking, whether it is the DHS state office or field location.
4. **Eligible Employee** means an employee who is in a position eligible for telework and has been identified by DHS as meeting the agency's conditions for telework.
5. **Eligible Position** means a position determined by DHS as eligible for telework. The eligibility of a position may change depending on circumstances.
6. **Full-time Telework** refers to employees that telework five (5) days a week.
7. **Non-exempt Employee** means an employee that is not exempt from the overtime compensation provisions of the Fair Labor Standards Act (FLSA) and who may be entitled to overtime compensation.

8. **Occasional Telework** is approved on a case-by-case basis, in which the hours worked are not part of a continuous telework schedule.
9. **Part-time Teleworker** refers to employees that telework four (4) days or less.
10. **Primary Workstation** means the location the employee is considered to report to for work and designated as such by DHS per the State Accounting Office Statewide Travel Policy. The primary workstation may be the conventional worksite or the alternate workplace if the employee teleworks full-time.
11. **Reasonable Accommodation** means any change in the work environment or customary procedures that enables an individual with a disability to apply for, perform, or gain equal access to the benefits and privileges of a job that does not cause an undue hardship to DHS. (Please refer to DHS Policy #1704: Americans with Disabilities Act (ADA) Title I Provisions for additional information.)
12. **Teleworker** means an employee approved to work at an alternate workplace during predetermined days of the work week.
13. **Telework Agreement** means the document outlining the understanding between DHS and the eligible employee regarding the telework arrangement.
14. **Telework as a Reasonable Accommodation** means that an employee's request to telework because of a disability is approved with a determination that the essential functions of the employee's job can be performed in a telework setting. (Please refer to DHS Policy #1704: Americans with Disabilities Act (ADA) Title I Provisions for additional information.)

Section B: General Provisions

1. Successful teleworkers have the support of their supervisors and are approved based upon the suitability of their position. Employees may be allowed to telework when there are tangible benefits to DHS, and all expectations of the position are fully met. For telework to be considered, the job responsibilities of the position must be satisfactorily performed according to the supervisor's established standards. Each Division or Office has the authority to set/determine alternate work hours and locations depending on business/constituent needs.
2. Staff may be authorized flexible work arrangements such as alternate work schedule (AWS), compressed work week (CWW), or teleworking up to three (3) days per week unless the arrangement is being made as a reasonable accommodation. Employees are not permitted to combine work schedules.
3. Teleworkers must be mindful of the image presented when teleworking. They must not be involved in activities during the workday that will reflect negatively on DHS. Examples include, but are not limited to, working in the yard, shopping at the mall, child or adult care, being involved with secondary employment activities, etc.
4. Telework is a privilege not a universal benefit or employee right. The duration of an employee's ability to telework is entirely at the will and discretion of DHS, which retains the prerogative to determine the time, place, and manner of employment.
5. An employee's participation in telework is usually voluntary. The employee, employee's supervisor, or authorized official may terminate telework at any time; however, advanced notice should be given, when feasible. Issues regarding the approval of telework are not appealable,

grievable, or subject to review.

6. Every teleworker must have a signed **Telework Self-Assessment** (Attachment #2), **Telework Workspace Self-Certification** (Attachment #3), **Telework Application** (Attachment #4), **Telework Agreement** (Attachment #5) and **Telework Property Removal Form** (Attachment #6) on file with their supervisor, and a copy must be placed in the employee's personnel file.
7. The Telework Agreement must be updated whenever substantial changes are made such as:
 - a. **A major job change (e.g., promotion).**
 - b. **Teleworker or their supervisor change positions.**
 - c. **When performance does not align with expectations.**
 - d. **Any portion of the arrangement covered by the agreement changes.**
8. Telework agreements must be renewed annually during the Mandatory Training period and/or October 31st, whichever is sooner.
9. A supervisor must add telework expectations and arrangements to the employee's Performance Management Plan. Teleworkers remain accountable to the Performance Management Process and will be evaluated in the same manner as non-teleworking employees.
10. Random audits may be conducted to evaluate accountability and the success of the telework program.
11. Employee benefits (including leave and holidays) are not impacted by telework. Teleworkers must follow DHS Policy #1006: Absence from Work and established departmental policy relating to leave approval.
12. Continuous teleworkers must have an established work schedule, with a start time, end time, a meal period of at least 30 minutes and identified break periods. Occasional teleworkers will discuss their work schedules with their supervisor, on an as needed basis.
13. Teleworkers must be accessible in some manner (e.g., work cell, email, etc.) to their supervisor, customers, and coworkers during the agreed upon work schedule regardless whether at telework site or in office.
14. Teleworkers may be asked to report to the primary workplace on scheduled telework days if circumstances warrant.

Section C: Eligible Positions

Positions most suitable for telework will have the following characteristics:

1. Infrequent face-to-face interaction with clients.
2. Communication can be managed by telephone and email.
3. Generally, works alone handling or preparing information (e.g., researching, writing, composing reports, developing procedures, creating documents, analyzing statistical data, etc.).
4. Responsibilities have clearly defined results.
5. Measurable duties with objectives that have identifiable timeframes and checkpoints.
6. Most tasks require concentration and/or large blocks of time to complete.

7. Telework would not negatively impact service quality or organizational operations.
8. Work can be performed without close supervision.
9. Requests requiring immediate responses from key stakeholders (law enforcement, juvenile courts, and other partners) be met timely.

Section D: Eligibility Criteria

Unless an exception is granted, employees must meet the following criteria to be eligible to telework:

1. Position is suitable for telework.
2. Position does not require sensitive and/or protected material to be removed from an office.
3. Requires minimal or no special equipment to perform their job duties.
4. Has not received any corrective or disciplinary actions within six (6) months of the date teleworking agreement commences. Examples of corrective and/or disciplinary actions include work or attendance plan, written reprimand, written reprimand final warning, suspension without pay, etc. Telework arrangements may be discontinued if determined to have been used inappropriately.
5. Meets established performance management standards and received a minimum overall rating of “3” Successful Performer, on the most recent performance management evaluation.
6. Self-motivated, works independently, and is responsible.
7. Knows and understands the policies and procedures that govern their work.
8. Familiar with the requirements of their position.
9. Requires minimal supervision and feedback.
10. FOR DFCS Child Welfare Services (CWS): Some Child Welfare positions may be eligible for telework up to four (4) days a week. Social Services Specialists have a minimum requirement of full certification before beginning occasional telework.
11. FOR DFCS Office of Family Independence (OFI): Eligibility processing positions are appropriate for telework. OFI employees must successfully meet the following criteria to be eligible to telework:
 - a. Written approval from Supervisor/District Manager.
 - b. Successfully completed New Worker training.
 - c. Current with all DFCS and DHS mandatory training.
 - d. Must report to assigned office no less than one (1) day per pay period. This day will be a part of the approved work schedule.
 - e. No attendance issues (excessive calling out, excessively reporting late, etc.).
 - f. Have not received any disciplinary or corrective actions.

Section E: Application Process & Employee Responsibilities

1. Teleworkers must be knowledgeable of the provisions of this Telework Policy and the **Telework Guidelines** (Attachment #1).
2. Determine a dedicated telework site consistent with the requirements of this policy, the **Telework Guidelines** (Attachment #1) and the **Telework Workspace Self-Certification** (Attachment #3).
3. Employees applying for telework must submit the following documents to their supervisor for approval and signature.
 - a. **Telework Self-Assessment (Attachment #2)**
 - b. **Telework Workspace Self-Certification (Attachment #3)**
 - c. **Telework Application (Attachment #4)**
4. The supervisor has **five (5) business days** from the date of submission to approve or deny the Telework Application.
5. If approved, the employee must complete the following forms and provide each document to their supervisor for signature. Employees are also required to complete the online telework training course.
 - a. **Telework Agreement (Attachment #5)**
 - b. **Telework Property Removal Form (Attachment #6)**
 - c. **Provide the Online Telework Training Certificate of Completion to supervisor.**
 - d. **The supervisor is required to submit Attachments 2 through 6 and the Online Telework Training Certificate of Completion. The Telework Training Certificate must be forwarded to OHRPersonnelRecords@dhs.ga.gov for placement in the employee's personnel file.**
6. If denied, the supervisor must provide a written justification on the Telework Application **within five (5) business days** of receipt. Telework denials must be business related. The explanation should outline any steps the employee can take to be eligible for reconsideration. Business related denials are final and are not appealable, grievable, or subject to review. The supervisor is required to submit Attachments 2 through 6 and the Online Telework Training Certificate of Completion to OHRPersonnelRecords@dhs.ga.gov for placement in the employee's personnel file.
7. The Telework Agreement must be reviewed when there is:
 - a. **A major job change (e.g., promotion).**
 - b. **Teleworker or their supervisor changes positions.**
 - c. **When performance does not align with expectations.**
 - d. **Any portion of the arrangement covered by the agreement changes.**
8. When any modifications are needed, a new Telework Agreement must be completed and signed. The new agreement must be sent to OHRPersonelRecords@dhs.ga.gov for placement in the employee's personnel file.

9. If the teleworker changes their telework site, they must complete a new **Telework Workspace Self-Certification** (Attachment #3) and submit it to their supervisor for review and approval. The **Telework Workspace Self-Certification** must also be forwarded to OHRPersonnel-Records@dhs.ga.gov for placement in the employee's personnel file.
10. Establish work practices to ensure a successful telework experience.
11. Report for meetings, training, etc., as required by the supervisor.
12. Employees are encouraged to consult with a qualified tax professional to discuss any federal, state, or local tax implications. DHS will not provide tax guidance or assume any additional tax liability.
13. Teleworkers must report all time accurately. Teleworkers must devote all time reported as teleworked to completing agency assignments. Teleworkers must not engage in secondary employment activity or otherwise conduct personal business while in official work status. Intentionally misreporting time worked will result in disciplinary action, up to and including termination.
14. Ensure the telework site fully complies with all applicable local ordinances, zoning requirements and neighborhood association guidelines (e.g., community/subdivision covenants).
15. Comply with all provisions of this policy, the Telework Guidelines, the Telework Agreement and all other terms and conditions of employment.
16. Telework agreements must be renewed annually during the Mandatory Training period and/or by October 31st, whichever is sooner. Employees must follow the process as outlined in this policy for annual renewal.

Section F: Management Responsibilities

1. Managers and supervisors must be knowledgeable of the provisions of the Telework Policy and the **Telework Guidelines** (Attachment #1).
2. Objectively consider each employee's telework request.
3. Determine if telework is beneficial to the department and employee.
4. Ensure adequate in-office staffing for the business unit before approving telework.
5. Ensure employee meets the eligibility requirements listed in Sections C and D of this policy.
6. Ensure that performance can be adequately measured, and sufficient work exists for the employee to be productive at the alternate worksite before authorizing telework.
7. Ensure adequate measures are in place to protect confidentiality and information security at the alternate worksite.
8. Employees applying for telework must submit the following documents to their supervisor for approval and signature.
 - a. **Telework Self-Assessment (Attachment #2)**
 - b. **Telework Workspace Self-Certification (Attachment #3)**
 - c. **Telework Application (Attachment #4)**
9. The supervisor has **five (5) business days** from the date of submission to approve or deny the Telework Application.

10. If approved, the employee must complete the following forms and provide to their supervisor for signature. Employees and their supervisors are also required to complete the online telework training course.
 - a. **Telework Agreement (Attachment #5)**
 - b. **Telework Property Removal Form (Attachment #6)**
 - c. **Provide the Online Telework Training Certificate of Completion to supervisor.**
 - d. **Supervisors are required to submit Attachments 2 through 6 and their Online Telework Training Certificate of Completion to OHRPersonnelRecords@dhs.ga.gov for placement in the employee's personnel file.**
11. Retain a copy of Attachments 2 through 6 for all employees approved to telework and send a copy of all these documents, as signed by both the supervisor and the employee (including the employee and supervisor online telework training certificate of completion), to OHRPersonnelRecords@dhs.ga.gov for placement in the employee's personnel file.
12. Provide the employee with a copy of all the forms submitted.
13. Managers and supervisors must complete the online training course through IOTIS prior to the employee beginning telework. The certificate of completion should be sent to OHRPersonnelRecords@dhs.ga.gov for placement in the employee's personnel file.
14. If the request to telework is denied, the supervisor must outline the reason for their decision on the Telework Application and provide it to the employee within **five (5) business days** from the date of submission. Telework denials must be business related. The explanation should outline any steps the employee can take to be eligible for reconsideration. This decision is final and is not appealable, grievable, or subject to review.
15. Retain a copy of the denied application and send a copy of signed **Attachments 2 through 4** to OHRPersonnelRecords@dhs.ga.gov for placement in the employee's personnel file.
16. Each Division/Office is responsible for determining whether there is a 90-day probationary period, when an employee is initially approved for telework. Prior to the conclusion of the probationary period, a review should be conducted to determine, if telework is the best work arrangement.
17. The Telework Agreement is to be reviewed when there is:
 - a. **A major job change (e.g., promotion).**
 - b. **Teleworker or their supervisor change positions.**
 - c. **Any portion of the arrangement covered by the agreement changes.**
18. When any modifications are needed, a new Telework Agreement must be completed and signed. The new agreement must be sent to OHRPersonnelRecords@dhs.ga.gov for placement in the employee's personnel file.
19. If the teleworker changes their telework site, they must complete a new **Telework Workspace Self-Certification** (Attachment #3) and submit it to their supervisor for review and approval. The **Telework Workspace Self-Certification** must also be forwarded to OHRPersonnelRecords@dhs.ga.gov for placement in the employee's personnel file.
20. Telework approval must be renewed on a rolling annual basis. Employees should follow the process, as outlined in Section E of this policy for annual renewal.

21. Maintain an inventory of state-owned equipment at the employee's telework site.
22. Prepare an amendment to the employee's Performance Management Plan, specifically detailing responsibility areas and standards of performance pertaining to the terms of the Telework Agreement.

Section G: Fair Labor Standards Act (FLSA)

1. FLSA non-exempt employees must obtain approval from their supervisors before performing overtime work. Failure to do so may result in the termination of their Telework Agreement and/or corrective or disciplinary action.
2. Both **Exempt and Non-Exempt FLSA employees** will be required to complete the **Telework Activity Log** (Attachment #8) or a similar instrument that allows them to accurately record assignments performed daily, while teleworking. Employees should submit an electronic or hard copy of the activities to their manager/supervisor on a weekly basis. The manager/ supervisor does have the discretion to request this information more frequently.

Section H: Agency Telework Coordinator

1. A named Agency Telework Coordinator will oversee the telework program.
2. The Agency Telework Coordinator will ensure compliance with the procedures, agreements and guidelines outlined in this internal policy and the statewide telework policy.
3. The Agency Telework Coordinator is the liaison for the Statewide Telework Coordinator.
4. All employees who are authorized to telework must have the following documents on file with OHR, prior to the commencement of Telework.
 - a. **Telework Self-Assessment (Attachment #2)**
 - b. **Telework Workspace Self-Certification (Attachment #3)**
 - c. **Telework Application (Attachment #4)**
 - d. **Telework Agreement (Attachment #5)**
 - e. **Telework Property Removal Form (Attachment #6)**
 - f. **Online Telework Training Course Certification of Completion**
 - g. **Supervisor's Online Telework Training Course Certification of Completion**

Section I: Emergency Situations

1. Although a variety of circumstances may affect individual situations, the principles governing administrative leave, dismissals, and closings remain unchanged. The ability to conduct work (and the nature of any impediments), whether at home or at the office, determines when an employee may be excused from duty.
2. If the Governor orders a statewide closure or within certain geographic regions, employees who are scheduled to telework on those days will not be required to telework. This guideline also applies to a departmental wide closing or county closings by the DHS Commissioner. If you are **Essential Personnel**, you will be required to report to your designated workplace.

3. When an emergency only affects the telework site (e.g., power outage, etc.), the teleworker is expected to report to the regular office or request supervisory approval of annual leave, comp time, leave without pay, etc.
4. When a teleworker knows in advance of a situation that would preclude working at home, the employee must either come to the conventional office or request leave.

Section J: Use of State-Owned Equipment

1. All maintenance of state-owned equipment will be performed by an authorized DHS technician and may be conducted at DHS State Office or at a Division/Office approved site.
2. Personally owned software may not be used on state-owned equipment. All software installed on state-owned equipment must be appropriately licensed.
3. All expenditures (e.g., laptops, monitors, printers, desks, file cabinets, chairs, etc.) except general office supplies, must have prior approval of the respective DHS Division or Office Director.
4. Office supplies and equipment will be provided to the teleworker by DHS and should be obtained during the teleworker's in office work period. DHS will not reimburse teleworkers for out-of-pocket supplies normally available in the office. However, all requests for reasonable accommodations under the Americans with Disabilities Act (ADA) will be reviewed by the supervisor and OHR on a case-by-case basis.
5. DHS may also give written permission for certain equipment to be checked out and used at the alternate worksite. This equipment remains the property of the State and the department retains the responsibility for the inventory and maintenance of state-owned property following State laws and procedures. Employees are not authorized to use state-owned equipment for personal use.
6. Issues relating to connectivity of state-owned equipment and security of information are subject to required standards of the Office of Information Technology (OIT). **All systems MUST be password protected.**
7. If a piece of equipment that is vital to work performance breaks, needs repairs or otherwise becomes inoperable, the teleworker may be asked to report to the office until the equipment is fully functioning and usable.
8. Transfer of state-owned equipment to and from the office and telework site is the responsibility of the teleworker.
9. The employee's telework site is subject to department audits and security reviews as appropriate.
10. The employee and their supervisor will complete and sign the **Telework Property Removal Form** (Attachment #6) prior to the commencement of telework.
 - a. The teleworker's supervisor will use the Telework Property Removal Form to maintain an inventory of state-owned equipment at the employee's telework site. The Telework Property Removal Form should be updated each time the employee is issued new equipment or returns old equipment.
11. All state-owned equipment remains the sole property of DHS and, upon the separation of the employee, must be returned to DHS by the employee. If equipment is not returned and/or damaged, the employee may be subject to financial assessments and/or legal action in accordance

Section K: Use of Employee-Owned Equipment

1. Teleworkers may not use their own equipment (e.g., fax machine, printer, copier, etc.,). Employee should only use state-issued equipment to complete DHS work duties.
2. DHS does not assume liability for loss, damage, or wear of employee-owned equipment.
3. When a teleworker receives authorization from OIT and their Leadership team to use their personal computer, DHS files must be kept on a separate disc or jump drive. All discs or jump drives must be password protected.
4. Software which is not appropriately owned by or licensed to DHS or the teleworking employee may not be run if DHS data resides on the computer or if the computer accesses a DHS network.
5. All DHS information must be properly secured. The teleworking employee and their supervisor should consult with OIT to establish and implement an appropriate information security protocol.
6. If a piece of equipment that is vital to work performance breaks, needs repairs or otherwise becomes inoperable, the teleworker may be asked to report to the office until the equipment is fully functioning and usable. Employees should only use state-issued equipment to complete DHS work duties.

Section L: Worksite Safety and Liability

1. Teleworkers are expected to perform their duties and responsibilities at the telework site at the same level as if they were in the conventional office and work for the entire period scheduled.
2. Teleworkers must keep their alternate worksite free from hazards as well as avoid distractions and obligations that impede a productive workday.
3. The teleworker's designated workspace must meet the Occupational Safety and Health Administration rules for the workplace including smoke detectors, working fire extinguisher, unobstructed exits, removal of hazards that could cause falls, adequate electrical circuitry, and appropriate furniture.
4. The employee must verify their telework site is safe and suitable by completing the **Telework Workspace Self-Certification** (Attachment #3). If it is not, telework may be denied.
5. DHS reserves the right to inspect the telework site to ensure safety compliance and adherence with the telework program requirements regarding space and furnishings.
6. DHS assumes no liability for any injuries to teleworker's family members, visitors, or others at the employee's alternate worksite. Teleworkers may not have business guests at the alternate worksite or any other location except DHS offices. Use of the telework site for work-related meetings is prohibited. Teleworkers are encouraged to utilize teleconferencing if a work-related meeting becomes necessary.
7. DHS is not responsible for any loss or damage to the teleworker's real property, or any structures attached thereto. This includes, but is not limited to, any personal property owned by the teleworker or any of the teleworker's family members, property of others in the care, custody, or control of the teleworker or any of the teleworker's family members.

8. The teleworker is responsible for contacting their agent or tax consultant and consulting local ordinance, restrictive covenants, and applicable neighborhood association guidelines for information regarding home workplaces.
9. Individual tax implications, auto insurance, homeowner's insurance, and utility costs are the responsibility of the teleworker.

Section M: Workers' Compensation

1. The employee's alternate worksite is considered an extension of their DHS workspace. When the employee is performing official duties in the designated work area of the telework site during their designated work hours, they will be covered by Workers' Compensation. Please note, attending to personal comfort needs is not considered performing official duties.
2. For purposes of Workers' Compensation coverage, the teleworker's "designated work hours" are the hours specified by the employee on their **Telework Agreement** (Attachment #5) and the "designated telework site" is the area specified by the employee on their **Telework Workspace Self-Certification** (Attachment #3). Employees and supervisors must take care to describe workspace and work hours on the appropriate forms to avoid confusion over Workers' Compensation coverage.
3. DHS assumes no liability for injuries occurring at the teleworker's alternate worksite outside of the agreed-upon work hours and/or outside of the agreed-upon designated workspace. The teleworker must report on-the-job injuries to their supervisor, as soon as possible after the accident/injury occurs and submit supporting medical documentation of the accident/injury to their supervisor and/or designated Human Resources Representative as soon as such documentation becomes available.
4. If necessary, teleworkers shall permit the appropriate DHS representative to access the telework site to investigate an injury report.

Section N: Dependent Care

1. DHS offers telework with the understanding that it is the employee's responsibility to ensure that a proper work environment is maintained. The employee and their family must understand that the designated workspace is an area set aside for the employee to work. Family responsibilities must not interfere with work time.
2. Telework is not a substitute for dependent care. Employees must continue to arrange dependent care to the same extent as if they were in the conventional office.

Section O: Confidentiality and Information Security

1. Security of confidential information is of primary concern and importance. Teleworkers, like all State employees, are expected to adhere to all applicable laws, rules, regulations, policies, and procedures regarding information security. All data assets (e.g., equipment, software, and confidential information) used while teleworking is subject to these security policies.
2. Divisions allowing employees to access records subject to the Privacy Act from an alternate worksite must maintain appropriate administrative, technical, and physical safeguards to

ensure the security and confidentiality of such records. Security and confidentiality protection measures shall be discussed between the employee and their supervisor.

3. To help ensure confidentiality and information security, the teleworker will:
 - a. Be responsible for maintaining confidentiality and security at the alternate worksite as the teleworker would at the primary workplace. The teleworker must protect the security and integrity of data, information, paper files, and access to agency computer systems. DHS internet and technology use policies apply to telework, as they would in the conventional workplace.
 - b. Safeguard confidential information maintained in files, in computers, on jump drives, etc. When the hard drive of an alternate worksite computer is inoperable, arrangements must be made to remove sensitive information from the hard drive prior to the computer being serviced. Employees should only use state-issued equipment for DHS work duties.
 - c. Ensure software is virus inspected and each laptop or PC used by the teleworker has virus protection software installed.
 - d. Return all materials (e.g., paper documents, jump drives, etc.) containing confidential information to the office worksite for proper handling or disposal.
 - e. Adhere to copyright law by not copying or sharing any State-owned software utilized by teleworkers.
 - f. Back up critical information, as necessary, to assure the information can be recovered if the primary source is damaged or destroyed.
 - g. Ensure that confidential information is not disclosed to an unauthorized source.
 - h. Immediately notify your supervisor, OIT, and your designated Human Resources Representative of any suspected or actual security violation.
 - i. Understand that adherence to the above is an essential requirement of the Telework Program. Failure to comply with these provisions may be cause for termination of telework and/or corrective or disciplinary action.
 - j. All external drives, jump drives, and laptops are to be password protected.

For additional information or assistance regarding telework, please contact your designated Human Resources Representative.

111 A1 Telework Guidelines



Georgia Department of Human Services
Human Resources Policy #111 A1

Telework Guidelines

The Telework Policy and Telework Guidelines must be reviewed prior to applying for or approving

telework. The conditions listed below apply to all teleworkers.

1. EMPLOYEE PARTICIPATION

Telework is approved at management's discretion. It is not an employee right. Telework is a work arrangement between an employee and their supervisor. An employee's participation in telework is usually voluntary. The employee, their supervisor, or an authorized official may terminate telework at any time. Issues regarding telework are not appealable, grievable or subject to review.

Teleworking employees' conditions of employment remain the same as for non-teleworking employees. The employee is covered by and will adhere to all policies, rules, and regulations of the department and state while teleworking. The teleworker agrees not to conduct personal business while teleworking.

2. TELEWORK SELF-ASSESSMENT

Employees applying for telework must complete and submit the **Telework Self-Assessment** (Attachment # 2) to determine, if telework is suitable for their position and work style. The official copy is maintained by the supervisor. A copy must also be sent to the Agency Telework Coordinator.

3. TELEWORK WORKSPACE SELF-CERTIFICATION

Employees must verify their telework site is safe and suitable by completing the **Telework Workspace Self-Certification** (Attachment #3). If it is not, telework may be denied. The official copy is maintained by the supervisor. A copy must also be sent to the Agency Telework Coordinator.

4. TELEWORK APPLICATION

Employees applying for telework must submit the **Telework Self-Assessment** (Attachment #2), the **Telework Workspace Self-Certification** (Attachment #3), and the **Telework Application** (Attachment #4) to their supervisor for approval and signature. The supervisor has **five (5) business days** from the date of submission to approve or deny the Telework Application. The official copy is maintained by the supervisor. A copy must also be sent to the Agency Telework Coordinator.

5. TELEWORK AGREEMENT

The **Telework Agreement** (Attachment #5) must be completed and signed by the employee and their supervisor prior to the start of telework. The agreement must be reviewed whenever there is a major job change (such as a promotion), or whenever the teleworker or their supervisor changes position. The official copy is maintained by the supervisor. A copy must also be sent to the Agency Telework Coordinator.

Employees must also agree to participate in studies, inquiries, reports, or analysis relating to telework at the Agency Telework Coordinator's direction.

6. EQUIPMENT AND SUPPLIES

Office supplies (e.g. pens and paper) will be provided by the department and should be obtained during the teleworker's in-office work period. DHS will not reimburse teleworkers for out-of-pocket expenses for supplies normally available in the office. DHS may also give written permission for certain equipment (e.g. laptops, printers, etc.) to be checked out and used at the alternate worksite. As department equipment is the property of the state, the department must retain the responsibility for the inventory and maintenance of state-owned property following state laws and procedures.

The employee is expected to use their own furniture, telephone lines, etc. Any use of private facilities by the employee will be at the employee's discretion and not at the direction or expense of the department. This applies to all physical improvements and conveniences, as well as services.

Employees are responsible for ensuring that all department issued equipment is maintained in a safe and secure manner. Equipment must be connected to a grounded electrical outlet and into a surge protector. All state-owned equipment, material and/or other property will be immediately returned upon request, termination of telework and/or termination of employment. Employees are not authorized to use department issued equipment for personal use. Employees taking equipment and/or supplies to and from the telework site will be responsible for completing the Telework Property Removal Form (Attachment #6). This is a detailed list of all equipment in the employee's possession. The official copy is maintained by the supervisor. A copy must also be sent to the Agency Telework Coordinator.

7. **WORKSPACE AND WORK HOURS**

A designated workspace and designated work hours are necessary to: (1) reduce the state's exposure to risk, (2) facilitate proper management of teleworkers and (3) ensure work is done in a safe environment.

The employee will maintain a clean and safe workspace that is adequate for work and free of obstructions and distractions. To ensure that productive working conditions exist, it may be necessary to make on-site visits at mutually agreed upon times. However, this will be handled by the department on a case-by-case basis. The teleworker must designate a specific workspace at the telework site and will conduct work for the department from that location.

If the teleworker changes their telework site, they must complete a new Telework **Workspace Self-Certification** (Attachment #3) and submit it to their supervisor for review and approval. This must also be forwarded to the Agency Telework Coordinator.

Teleworkers must develop a work schedule with their supervisor and the supervisor must agree in advance to any changes to the employee's schedule. FLSA non-exempt employees must obtain approval from their supervisor before performing overtime work. Teleworking privileges may be terminated for a FLSA non-exempt employee working overtime without approval. Teleworkers must obtain management/supervisory approval prior to taking leave during a designated telework day.

The employee must maintain contact with the office during their agreed upon work schedule, per the Telework Policy and the Telework Agreement.

An employee's activities outside their designated telework hours or outside their designated

workspace for telework will be deemed to be in the employee's own personal time and place, which is unconnected with work activities.

8. EXPENSES AND COMPENSABLE TIME

An employee may work from their home or another alternate worksite that has been approved by the department. Mileage between the home and the employee's telework site is considered commute mileage and not subject to reimbursement.

Work-related long-distance phone calls should be planned for in-office days. At the discretion of the supervisor, expenses for work-related long-distance calls may be reimbursed, if the reasons and costs for the calls are documented. The teleworker is responsible for the cost of maintenance, repair and operation of personal equipment not provided by the state.

9. CONFIDENTIALITY AND INFORMATION SECURITY

The employee is responsible for maintaining confidentiality and security at the telework site, as the employee would at the primary workplace. The employee must protect the security and integrity of data, information, files, and access to departmental computer systems. Any compromise of data, records or other information must be immediately reported to the employee's supervisor, IT, and the Agency Telework Coordinator.

10. DEPENDENT CARE

Telework is not a substitute for dependent care. The teleworker shall continue to arrange dependent care to the same extent, as if they were in the conventional office. Teleworkers will manage dependent care in a way that allows them to successfully fulfill their work responsibilities.

11. LIABILITY

The employee's telework site, when used during scheduled telework is an extension of their DHS workspace. The state's liability for job-related accidents will continue to exist during the approved work schedule and in the employee's designated workspace. The teleworker is covered under the State Workers' Compensation Law for injuries occurring during the actual performance of official duties at the alternate worksite during the designated work hours. Please note, attending to personal comfort needs is not considered performing official duties.

If an injury occurs during telework hours, then the employee will immediately report the injury to their supervisor. The employee and their supervisor should follow the state's policies regarding the reporting of injuries for employees injured at work.

The State of Georgia is not responsible for any injuries to family members, visitors, and others in the employee's telework site. The teleworker may not have business guests at the alternate worksite or any other location except the departmental offices.

The teleworker is responsible for contacting the teleworker's insurance agent, a tax advisor, and consulting local ordinances for information regarding home workplaces, including neighborhood association guidelines (e.g. community/subdivision covenants).

Employees are responsible for maintaining a safe and secure work environment at their tele-

work site. Employees' telework site may be subject to inspection to ensure proper safety. Employees are required to immediately notify their supervisor, as conditions change.

12. COMPLIANCE WITH FAIR LABOR STANDARDS ACT (FLSA)

Managers/supervisors must ensure that all telework employees adhere to designated work schedules. Non-exempt employees must comply with all provisions of the FLSA. Non-exempt employees are required to maintain accurate timesheets when teleworking. Please reference, DHS Human Resources Policy #1001, for additional information on FLSA.

13. TRAINING

Managers/supervisors and employees must complete the online telework training through LMS or IOTIS prior to the employee's commencement of telework. The certificates of completion must be sent to the Agency Telework Coordinator.

14. EXPECTATIONS FOR MONITORING EMPLOYEE PERFORMANCE

Jobs suitable for telework are characterized by clearly defined results. Since teleworker performance is measured by results rather than presence at the main work site, it is critical to ensure that performance expectations are clearly defined so that a proper evaluation can be conducted at designated intervals.

111 A2 Telework Self-Assessment

111 A3 Telework Workspace Self-Certification

111 A4 Telework Application

111 A5 Telework Agreement

111 A6 Telework Property Removal Form

111 A7 Telework Application Checklist

111 A8 Telework Activity Log

111 A9 Governor's Executive Order

112 Retirement Celebrations



Georgia Department of Human Services Human Resources Policy #112

Retirement Celebrations

Release Date: July 1, 2003

Revised Date: May 3, 2024

Next Review Date: May 2, 2026

Section A: General Provisions

1. It is recognized that celebrations honoring retiring employees are a valid means of employee recognition and add value to the organization. Nevertheless, DHS employees are accountable to the public for appropriate use of their work time. In view of these considerations, the following provisions will apply to all retirement celebrations held during work hours.

Section B: Process

1. Supervisory approval is required, in all cases, prior to employees attending retirement celebrations during work hours.
2. A DHS Division or Office may designate and approve up to three representatives to attend a retirement celebration held during work hours as the Division's or Office's official representatives. Such official representatives may attend the retirement celebration with travel reimbursement and without charge to accrued leave.
3. Additional employees who have received prior approval to attend retirement celebrations held during work hours may use a total of no more than two (2) hours of work time for the purpose of roundtrip travel and attendance at the celebration. Any additional time will be charged to annual leave or compensatory time, if applicable. Any additional travel expenses incurred due to attendance at a retirement celebration will not be reimbursed.
4. It is permissible to use public funds to purchase a plaque or certificate for the retiree in recognition of the employee's public service career. Public funds may not be used for additional purchases in connection with retirement celebrations. No funds may be solicited or received from DHS contractors or vendors for such celebrations. Solicitation of funds from employees for such celebrations is permissible, as long as contributions are voluntary.

For additional information or assistance, please contact your designated Human Resources Representative.

113 Infectious Disease



Georgia Department of Human Services Human Resources Policy #113

Infectious Disease

Release Date: November 16, 2015

Revised Date: April 28, 2020

Next Review Date:

References: The Center for Disease Control and Prevention (CDC)
DHS Human Resources Policy #111 — Telework
DHS Human Resources Policy #1006 — Absence from Work

The Department of Human Services (DHS) recognizes that employees may be exposed to infectious diseases, particularly those employees routinely in contact with the public at our constituent offices. This policy will assist in the education, prevention and transmission of infectious diseases within the workplace.

Section A: General Provisions

1. DHS will take proactive steps to protect the workplace in the event of an infectious disease exposure and/or outbreak.
2. Employees are encouraged to practice good hygiene while at work. Specifically washing and/or sanitizing their hands.
3. Employees are also encouraged to remain up to date on immunizations and receive the recommended vaccines and screenings.
4. Infectious diseases are illnesses caused by a virus, bacteria, fungi or parasite. Although signs and symptoms will vary depending on what is causing the infection, general symptoms include fever, diarrhea, fatigue, muscle aches, and coughing.
5. Common infectious and communicable diseases are colds, influenza (flu), measles, chickenpox, and tuberculosis. This list is not exhaustive.

Section B: Office Standards

1. When constituent offices are informed of a potential contagious illness, each office should provide a separate waiting area for individuals with an infectious disease, until called for services. Be advised, clients may decline placement in a separate area.
2. Each constituent office will provide hand sanitizer to clients and employees.
3. Each constituent office will provide signage about decreasing the risk of disease transmission by

following proper hygiene and offering alternative options of services to those who exhibit communicable disease symptoms, such as completing an application online or by phone.

4. Each constituent office will routinely clean and disinfect frequently touched surfaces.
5. The employee will notify their supervisor/manager if there is reasonable suspicion of a client having an infectious disease. The employee, manager, or supervisor should report this to their respective County Public Health Department or to the DPH 24/7 reporting hotline at 1.866.782.4584. DPH will assess the risk and determine any further response, including future actions.
6. A DHS staff member from the Emergency Management Team will be designated as the point of contact with The Department of Public Health to receive reports of cases and receive official communication to share with DHS staff.

Section C: Communication and Information

1. DHS will immediately notify employees of infectious disease outbreaks and/or exposure.
2. Employees should familiarize themselves with the following information:
 - a. Respiratory Etiquette (See Section D below.)
 - b. DHS Human Resources Policy #111 — Telework
 - c. DHS Human Resources Policy #1006 — Absence from Work
3. The Office of Communications will coordinate with the appropriate Divisions, Offices, and other organizations to gather and disseminate essential information.
4. Effective mediums may include blast emails, memorandums, posters, flyers, open letters, etc. The Intranet will also be utilized as a source of information regarding infectious diseases.

Section D: Respiratory Etiquette

1. When washing your hands, you should wet hands with water and apply soap. Then lather your hands by rubbing them together. Scrub the front and back of your hands for at least 20 seconds. Then rinse and dry your hands thoroughly.
2. Although washing hands with soap and water is the best method to reduce germs, hand sanitizer is a great alternative, when water and soap are unavailable. When using hand sanitizer, apply the product to the palm of one hand. Then rub your hands together covering all surfaces of your hands and fingers until they are dry.
3. Cover your nose and mouth with a tissue or mask, when coughing and sneezing. Instantly dispose of these items after use and immediately wash or sanitize your hands.
4. Consider making tissue and masks readily available to employees and clients in common areas.

Section E: Sick Employees

1. Employees who have infectious diseases are encouraged to remain at home utilizing sick leave or telework, if telework will not impede the employee's recovery.
2. DHS will adhere to internal and state leave policies. Any changes or modifications to these

policies will be communicated to all DHS employees and immediately implemented.

3. Employees should be given maximum flexibility with regard to leave policies.
4. The importance of sick workers staying home, and non-punitive leave policies should be discussed with companies providing contract or temporary workers.
5. Within the constraints of the internal and state leave policies, DHS managers and supervisors should exercise flexibility when employees use leave to care for a family member with an infectious disease.
6. A non-temporary salaried employee who contracts tuberculosis or infectious hepatitis, while charged with the care, treatment, or diagnosis of a person infected with tuberculosis or infectious hepatitis and who has exhausted all available sick and annual leave will be compensated, in accordance with the Rules of the State Personnel Board 478-1-16 — Absence from Work Section 21.

For additional information or assistance, please contact your local Human Resource Office, or email DHS-Policies@dhs.ga.gov.

115 Motor Vehicle Use



Georgia Department of Human Services Human Resources Policy #115

Motor Vehicle Use

Release Date: March 1, 2019

Revised Date: February 25, 2025

Next Review Date: February 24, 2027

References: Department of Administrative Services (DOAS) Risk Management
Comprehensive Loss Control Program (CLCP)

Georgia Department of Human Services (DHS) has established a Motor Vehicle Use Policy to promote a safe work environment and reduce the number of motor vehicle accidents and traffic violations committed by all DHS employees on and off the job.

Section A: DRIVER QUALIFICATIONS

Employees who meet the following qualifications prior to their use or request for use of a State of Georgia vehicle, a vehicle rented or leased or their personal vehicle to conduct DHS business shall be considered a “Qualified Driver”:

1. Has a valid state-issued driver’s license in their possession while operating a vehicle for state business purposes on behalf of DHS;
2. Completes the Motor Vehicle Use Driver Acknowledgement Form (Attachment #1).
 - a. Employees must complete the form upon hire and a new form when determined reasonable and necessary by the employee’s supervisor.
 - b. Supervisors shall provide the original completed form and any newly completed forms to the Office of Human Resources (OHR) and maintain a copy for their records.

Section B: DRIVER REPORTING

1. All DHS employees are required to disclose receipt of all citations.
2. All DHS employees must submit a Motor Vehicle Use Driver Notification Form (Attachment #2) to their supervisor no later than **five (5) calendar days** following receipt of all citations and/or issuance of any motor vehicle charges. The employee must complete the form as required and forward it along with any case related documents (e.g. citation, hearing notice, disposition documents etc.) to their supervisor for review.
 - a. The supervisor must provide the designated Human Resources Representative with a copy of the completed Motor Vehicle Use Driver Notification Form (Attachment #2) and any case

related documents within **five (5) calendar days** of notification from the DHS employee.

- b. The designated Human Resources Representative will coordinate with the Compliance Management Unit to determine appropriate next steps.
3. All DHS employees must submit a Motor Vehicle Use Driver Notification Form (Attachment #2) to their supervisor within **one (1) calendar day** following the expiration, suspension, or revocation of their license.
 - a. The supervisor must provide the designated Human Resources Representative with a copy of the Motor Vehicle Use Driver Notification Form (Attachment #2) and any expiration, suspension, or revocation of the employee's license within **one (1) calendar day** of receipt of notification from the DHS employee.

Section C: DRIVER INFRACTIONS

1. Any employee who has one of the following occurrences prior to their use or request for use of a State of Georgia vehicle, their personal vehicle or a vehicle rented or leased for state business purposes shall be considered a "Disqualified Driver":
 - a. Employee does not possess a valid state issued driver's license;
 - b. Driver's license is expired, suspended, or revoked;
 - c. Has been charged with or convicted of one of the following offenses:
 - I. Driving Under the Influence (DUI);
 - II. Refusal to take a Chemical Test for Intoxication;
 - III. Leaving the Scene of an Accident;
 - IV. Aggressive Driving (only if a conviction would result in ten (10) or more points accumulated on the employee's driving record);
 - V. Exceeding Speed Limit by more than nineteen (19) MPH (only if a conviction would result in ten (10) or more points accumulated on the employee's driving record).
 - VI. Accumulates ten (10) points or more on his or her driving record;

Section D: DRIVER DISQUALIFICATION

1. Employees whose essential job function includes driving and have been charged with and/or convicted of any of these offenses shall not be permitted to drive on behalf of DHS until there has been a final disposition and/or review of the charges by the Compliance Management Unit. A re-check of the employee's Motor Vehicle Record (MVR) will be completed to confirm ten (10) points has not been reached and/or suspension has not been placed on the driving record. If either has taken place, further disciplinary action shall be taken.
2. Employees whose essential job function does not include driving will be handled on a case-by-case basis if any of the above offenses apply.
3. A Disqualified Driver may not drive on behalf of DHS until:
 - a. The Disqualified Driver's MVR has been reviewed by the Compliance Management Unit;
 - b. The Disqualified Driver has been provided with corrective, preventative and/or educational

measures by the Compliance Management Unit; and,

- c. The Disqualified Driver has satisfied the corrective, preventative and/or educational measures specified by DHS, if applicable.
4. Prior to determining whether a Disqualified Driver is eligible to continue driving a vehicle on behalf of DHS, the Compliance Management Unit shall consult with the employee's supervisor to discuss the factors supporting the employee's continued eligibility to drive and the impact the determination may have on the employee's employment status.
5. Employees who meet all driver qualifications following disposition of any charges are permitted to resume driving on behalf of DHS.
6. Employees who do not meet all driver qualifications following disposition of any charges shall not be permitted to drive on behalf of DHS until the circumstances leading to such actions have been reviewed by the Compliance Management Unit.
 - a. The employee must satisfy all corrective, preventative and/or educational measures specified by DHS.
 - b. The employee may be subject to disciplinary action, up to and including dismissal from employment.

Section E: DRIVER ASSESSMENT FOR ANNUAL MVR

1. All DHS employees must complete the annual MVR check process.
2. The annual MVR check process consists of annual recertification and review of all DHS employees MVR record covering a minimum of three (3) years driving history to verify each employee's eligibility to continue driving on behalf of DHS.
3. The annual MVR check process applies to all DHS employees, regardless of if they have a driver's license, the frequency of their driving to conduct state business, and without regard to whether they are driving personal, state-owned, leased, and/or rental vehicles to conduct state business.
4. Each employee must certify that they have a valid, state-issued driver's license and can safely operate a vehicle while driving on behalf of DHS by completing the electronic Motor Vehicle Use Employee Consent Form received during the annual MVR check process.
5. Employees who include out of state driver's license (not Georgia) information on their annual electronic Motor Vehicle Use Employee Consent Form are required to provide a certified copy of their out of state MVR utilizing the electronic Out of State MVR Submission Form received during the annual MVR check process.
 - a. DHS bears no responsibility for any costs associated with the employee obtaining and providing a copy of their Out of State MVR.
6. The Compliance Management Unit will obtain and review all MVRs to ensure DHS employees are in compliance with this policy.

Section F: MVR FITNESS DETERMINATION

1. A valid, state-issued driver's license is required for employment with DHS. Candidates or cur-

rent employees who do not possess a valid state-issued driver's license (i.e., license never revoked or suspended) may be eligible for hire, transfer or promotion if the Agency determines that driving is not an essential job function of the position for which they are being considered.

2. Each candidate's MVR must be reviewed before they begin employment with DHS. Candidates who do not meet Driver Qualifications, at the time of offer, will be deemed ineligible for hire. All matters pertaining to the candidate's MVR as a prerequisite for hire will be determined on a case-by-case basis.

For additional information or assistance, please contact your designated Human Resources Representative.

115 A1 Driver Acknowledgement

115 A2 Driver Notification

115 A3 Driver Safety Tips



Georgia Department of Human Services Human Resources Policy #115 A3

Driver Safety Tips

1. **Observe Speed Limits and Traffic Laws** – Allow sufficient time to reach your destination without violating speed limits or traffic laws.
2. **Driver's License** – Employees who drive state- or privately-owned vehicles on state business must possess and carry on their person a current valid Operator's or CDL license and must present it upon request to any authorized person.
3. **Insurance** – Employees who operate their privately owned vehicles on state business shall carry proof of financial responsibility at all times that the vehicle is in operation and must present evidence of current insurance coverage upon request to any authorized person. It is suggested that all employees driving on state business have a copy of the state's insurance card available to present to the police in the event of an accident.
4. **Seat Belts** - Each driver and front seat passenger in any motor vehicle operated on a street or highway in this state is required by law to wear a properly adjusted and fastened seat belt.
5. **Cargo** - Drivers hauling any type of cargo should ensure that the cargo is properly secured, and that the height of the cargo is such that it shall safely pass under obstruction such as under/over passes along the intended route before placing the vehicle in motion.
6. **Electronic Devices** – the use, operation and manipulation of electronic devices such as cellular phones, blackberries, or PDAs, by the driver while the vehicle is in motion is illegal in the State of Georgia. Even with "hands free" equipment, conversing on the phone takes attention away

from driving; making it less likely the driver will notice hazardous situation. Employees are neither required nor expected to use electronic devices for work-related reasons while driving.

7. **Backing** - Whenever possible, park the vehicle where backing is not required. Know what is beside and behind the vehicle before beginning to back. Back slowly and check both sides as well as the rear while backing. Continue to look to the rear until the vehicle has come to a complete stop.
8. **Intersections** - When approaching and entering intersection be prepared to avoid crashes that other drivers may cause. Take precautions to allow for the lack of skills or improper driving habits of other drivers. Potentially dangerous acts including speeding, improper turn movements, and failure to yield the right of way.
9. **Weather Related Hazards** - Rain, snow, fog, sleet or icy pavement increase the hazards of driving. Slow down and be especially alert when driving in adverse conditions.
10. **Passing** – When you pass another vehicle. Look in all directions, check your blind spots, and use your signal. As a general rule, only pass one vehicle at a time.
11. **Front End Crashes** – By maintaining a safe following distance at all times, the driver can prevent front-end collisions in spite of abrupt or unexpected stops of the vehicle ahead. Observe the “two second rule” by following the vehicle ahead at a distance that spans at least two seconds. The following distance should be increased when driving in adverse conditions.
12. **Security** - State vehicle should be locked whenever they are unoccupied.
13. **Engines** - The engine of a State vehicle should always be turned off before the driver exits the vehicle.