

## CONSOLIDATED MAIL OUTPATIENT PHARMACY POLICY

**SUBJECT: Personnel Policy and Employee Conduct**

### 1. PURPOSE:

To establish an overview of personnel policies and the expectations for appropriate employee conduct.

### 2. POLICY:

Appropriate conduct and compliance to VA personnel policies are conditions of employment and necessary to provide quality health care services for our patients.

### 3. RESPONSIBILITY:

- a. All CMOP staff members are expected to conduct themselves in a reasonable business-like manner, complying with standard VA personnel policies and rules of employee conduct.
- b. All CMOP supervisors are responsible for setting a good example of expected business-like conduct, educating and/or providing guidance to employees concerning personnel policies and appropriate employee conduct, disseminating information, and ensuring staff compliance on a day to day basis.
- c. The CMOP Director is responsible for developing local policy guidelines that are consistent with VA guidelines for personnel issues and conduct and ensuring overall compliance for the facility.

### 4. PROCEDURES:

- a. **ATTITUDE:** Be interested in your job and in learning how to do it better. Contributing to the process of providing prescription medications to veteran patients is our mission. This is an important job; one you should take pride in. Be willing to assist each other and help employees of other program sections when needed. It is vital in our type of work, as well as an important part of our job, that we learn to work cooperatively. You are expected to take personal responsibility for effectively getting along with other people as part of your job. Managers, supervisors, pharmacists-in-charge, lead technicians and experienced staff members are expected to set a good example by carrying work activities out in a positive business-like manner and reinforce responsible conduct in other CMOP staff members.
- b. **ATTENTION TO DUTIES:** Employees must pay strict attention to their duties. Visiting with other employees and visitors during duty hours is not acceptable on-duty behavior. Do not engage in lengthy conversations with staff or visitors. Such distractions can lead to accidents, errors or delays that can jeopardize patient care delivery.
- c. **PERSONAL APPEARANCE:** Be neat, clean, well groomed and attired appropriately for your work area while on duty. This includes not wearing any attire that can be perceived as controversial or threatening based on common sense, federal regulation and law. Shoes must be clean and serviceable. Open toed-shoes, sandals, etc. will not be worn in the production areas for safety reasons. Due to concerns for employee safety related to the possibility of things getting caught or tangled in the moving conveyors and automated machinery, certain items of clothing, some kinds of jewelry and long hair hanging to or below shoulder length will be prohibited in the production areas. It is expected that long hair hanging to or below shoulder length will be pulled back, put up in some acceptable fashion or otherwise adequately confined for safety reasons. Supervisors will address possible or probable attire related safety issues on a case by case basis. Excessively baggy clothing such as cargo pants, bulky jackets and coats will not be allowed in the production areas. Final determination of the appropriateness of attire will be made by Management in conjunction with Union representation where differences of opinion exist.
- d. **CONDUCT:** Your actions and behavior reflect upon you, the CMOP, the medical center, and the Department of

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Veterans Affairs. You are expected to look and act in a professional business-like manner. Ignoring or not complying with any of the following behavioral expectations as well as engaging in or encouraging unacceptable behavior will make participants subject to appropriate disciplinary action up to and including removal.

- (1) It is expected that relationships with supervisors, other members of the CMOP management team, co-workers, patients, others within the organization and the public are consistently cooperative, courteous, and business-like in nature. Carrying out your duty assignments in a professional and business-like manner contributes to the operational effectiveness of the CMOP, as well as providing a positive contribution to a more pleasant facility work atmosphere. As a required part of every employee's job, it is expected that differences of opinion are routinely resolved in a business-like manner demonstrating empathy and effective communication skills. All staff members are expected to behave in a manner that ensures that co-workers and external customers are treated with respect, dignity, and in a timely fashion even under stressful circumstances.
- (2) When working with others, be alert, courteous, helpful and understanding but brief. Do not engage in lengthy conversations with other staff or visitors, which interrupts your work or a co-worker's work. Work interruptions cause errors and constitute a patient safety risk. Do not engage in starting or spreading rumors about other people or events because such unacceptable behavior is an unnecessary distraction that can cause work related errors, co-worker discontent, work processing delays and in no way positively contributes to the effective operation of the CMOP.
- (3) Supervisors and staff members are expected to plan and accomplish their daily work in a manner that contributes to the success of the VA CMOP program such that little or no criticism is received as a result of non-responsiveness, not carrying out work activities or program management duties in an appropriate and/or responsible manner, lack of cooperation, or lack of follow through to effect project completion. Intervention from higher level management is rarely needed to follow-up on issues or redirect work activities because of failure to recognize work related deficiencies, poor planning or predictable operational problems.
- (4) Violence in the workplace: In accordance with the Department of Veterans Affairs **Zero Tolerance Policy towards violence in the workplace**, employees will not engage in behaviors that can be perceived as intimidating, harassing, threatening or assaultive toward others. Engaging in any form of intentionally aggressive, argumentative, intimidating, or violent behavior or encouraging or inciting others to engage in any form of aggressive or violent behavior in the workplace constitutes unacceptable conduct.
- (5) Drugs stocked by the CMOP for authorized dispensing to eligible veterans are not to be used by or transferred to any other unauthorized person. The possession of illegal drugs, intoxicating beverages, and/or weapons is strictly prohibited on duty/VA premises. Medications prescribed by a physician for an employee's personal use and/or over-the-counter medication items brought into the CMOP for an employee's personal use may only be consumed in common areas such as the lunch room, the respective locker rooms and/or an assigned office work area. Such medications must be securely stored in an employee's assigned locker unless other special storage arrangements are made (such as refrigerated storage) and approved in cooperation with the employee's supervisor and/or a management representative. Personal use medications are prohibited on the production floor.
- (5) Sexual Harassment: employees will not engage in conduct that can be considered sexually harassing, abusive, coercive and/or intimidating.
- (6) Vulgar, obscene, or abusive language is not to be used at work or on VA premises.
- (7) Boisterous conduct, horseplay, and loud/disruptive talking are not allowed. Participation in such conduct can cause accidents.
- (8) Gambling in any form is not allowed on VA premises.
- (9) Only appointed contracting officers, including purchase cardholders, or other authorized officials within their level of authority may legally commit the VA for payment of supplies and/or services.

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- (a) Employees shall not make unauthorized commitments or promises to pay for any goods or services indicating or implying that Government will be financially responsible unless they are duly warranted.
  - (b) An unauthorized commitment is an agreement that is not legally binding on the government because the government employee who made it, lacked the authority to enter into an agreement or contract on behalf of the government. Making an unauthorized commitment is unacceptable conduct and an employee making such an unauthorized commitment may be held individually and financially responsible for whatever amount was promised to a vendor.
- e. ATTENDANCE: Regular attendance on the job is essential for the CMOP's operational success. Employees must not remain away from work unless they have appropriately requested leave, or otherwise been authorized duty time away from the work area, and the supervisor has approved the absence. Each employee is expected to be at their assigned work location at the scheduled work shift start time, in appropriate attire and ready to work. Likewise, each employee is not to stop working and leave their assigned work area before the designated quitting time. Employees' compliance with assigned tour of duty arrival time, scheduled break times, lunch time, any unscheduled absences and designated departure times will be monitored by their immediate supervisor and/or management personnel.
- (1) Tardiness: Repeated tardiness will not be tolerated. excessive or repeated tardiness can be cause for an employee to be charged absence without official leave (AWOL). Repeated tardiness is considered unacceptable conduct.
  - (2) Breaks, Lunch Periods, Absences from Assigned Area:
    - (a) Two 15 minute breaks are allowed per eight-hour shift, one in the morning and one in the afternoon. A thirty-minute lunch period is allowed at a scheduled time approved by your supervisor. Breaks and lunch period will be confined to the time allotted and may only be rescheduled with the approval of your supervisor or management based on workload needs. Lunches and coffee breaks will be taken in areas intended for that purpose and not in unapproved work areas.
    - (b) Except for designated breaks and lunch periods, employees will remain on the job at all times. In the event of unusual circumstances, the employee must request supervisory approval prior to be away from their assigned duty station and provide an acceptable reason for the absence. In the absence of an appropriate leave request and appropriate supervisory approval, the time in question will be designated as AWOL for time card purposes.
    - (c) Use of Official Time: The Department of Veterans Affairs and the American Federation of Government Employees Labor Union agree that a constructive and cooperative working relationship between labor and management is essential to achieving the Department's mission and is a shared responsibility for organizational success.

The following statute reference concerns the appropriate use of Official Time:

*TITLE 5 > PART III > Subpart F > CHAPTER 71 > SUBCHAPTER IV > § 7131 Official time*

Any employee representing an exclusive representative in the negotiation of a collective bargaining agreement under this chapter shall be authorized official time for such purposes, including attendance at impasse proceeding, during the time the employee otherwise would be in a duty status. The number of employees for whom official time is authorized under this subsection shall not exceed the number of individuals designated as representing the agency for such purposes.

Any activities performed by any employee relating to the internal business of a labor organization (including the solicitation of membership, elections of labor organization officials, and collection of dues) shall be performed during the time the employee is in a non-duty status.

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Except as provided in subsection (a) of this section, the Authority shall determine whether any employee participating for, or on behalf of, a labor organization in any phase of proceedings before the Authority shall be authorized official time for such purpose during the time the employee otherwise would be in a duty status.

Except as provided in the preceding subsections of this section—

- (1) any employee representing an exclusive representative, or
- (2) in connection with any other matter covered by this chapter, any employee in an appropriate unit represented by an exclusive representative, shall be granted official time in any amount the agency and the exclusive representative involved agree to be reasonable, necessary, and in the public interest.

An employee may request permission to contact a union representative for a meeting during duty hours on a representational matter but must first inform and receive permission from his/her supervisor to schedule a meeting with a specified union representative. Management may request additional clarifying information in attempt to determine whether the request for a specified amount of official time away from the employee's assigned duty assignment is reasonable. Management has the right to information necessary to make a fair and informed decision. If there is a lack of responsiveness to providing general clarifying information, official time may not be granted.

In accordance with the statute referenced above, if the employee wishes to use duty time to meet with the union representative, the immediate supervisor will be advised of the general purpose of the request (e.g., general advice, grievance related, appeal related) the place of the meeting and a reasonable estimated duration of the meeting. If release is not possible at the time requested due to staffing or work requirements, the employee will be advised as to a time when release is possible in the near future. The employee will be responsible to notify the supervisor of the anticipated and actual time of return to work area.

- (3) Annual Leave must be scheduled in advance through the VISTA system or properly fill out a SF-71 form and notification of such a request provided to the supervisor, so that the supervisor granting the leave can make adjustments in staff work assignments. Unscheduled annual leave may be granted at the discretion of the appropriate supervisor based on workload and staffing considerations. Emergency leave must be requested within the first two (2) hours of absence. If the primary or alternate supervisor does not explicitly give approval, leave is not granted. For unscheduled or emergency leave, the employee must submit an electronic leave request or properly fill out a SF-71 form on the first day he/she returns to duty.
- (4) Sick Leave should not be abused. Use of sick leave that appears abusive will result in the employee being placed on sick leave justification. This requires the employee provide written certification by a doctor for all sick leave used.
  - (a) If an employee becomes ill while at work, he/she must notify his/her supervisor and make an appropriate leave request via the VISTA computer system. If an employee is not able to report for duty because of illness, he/she can call and speak with their immediate supervisor or designee as soon as possible or leave a voice message to include the type of leave requested at 520 209-3000 at the CMOP front desk, but not later than two (2) hours after the beginning of his/her scheduled tour of duty. In the absence of an appropriate leave request and appropriate supervisory approval, the time in question will be designated as AWOL for time card purposes.
  - (b) Illness or an injury causing absence of more than three (3) working days will require substantiation by a doctor's certificate or employee's self certification in writing to include why a health care provider was not seen. Self certification document to be provided to the employees supervisor or designee upon returning to duty. Medical certification must include a statement that the employee was incapacitated for work and date(s) of incapacitation. Employees who expect to be absent for more than one (1) day on sick leave should inform their supervisor of the approximate date that they will be able to return to duty. Requests for sick leave to cover medical/dental/optical examinations/treatment shall be submitted as soon as possible after the appointment is made. Non-emergency exam/treatment should be made at least two

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weeks in advance for scheduling purposes. All sick leave requests must be submitted through the VISTA computer system or a SF-71 may be filled out on the first day the individual returns to duty.

- (5) Leave Without Pay (LWOP) and any type of Advanced Leave are special categories of leave that must be requested in writing; well in advance. The written request is submitted through the immediate supervisor to the CMOP Director, for approval/disapproval. There is no entitlement to LWOP or any type of Advanced Leave so such requests cannot be assumed to be automatically approved. Approval or disapproval depends on those individual circumstances related to the request and the operational needs of the CMOP (i.e. can the patient care support work be successfully accomplished in the requestor's absence).
- (6) Absence Without Leave (AWOL) is an unapproved leave charge, not a disciplinary measure. Any unauthorized absence from the work area can result in an AWOL charge. Although an AWOL charge is not a disciplinary action, it may lead to future disciplinary action should an unapproved absence be repeated. To avoid confusion and a possible unauthorized absence charge, it is important that the employee let their immediate or another supervisor know where he/she will be, if it is necessary to be away from his/her previously scheduled/assigned work area.
- (7) In the event an employee is absent for other than scheduled leave, he/she must speak with a supervisor to request the type of leave (AL, LWOP) that best fits the circumstances causing the request. Failure to get prior supervisory approval and/or specify the type of leave being requested may result in an AWOL charge. Contact to gain supervisory approval for leave requests should be made in the following order:
  - (a) Primary Supervisor
  - (b) Supervisory Pharmacist
  - (c) Associate Director CMOP
  - (d) Director CMOP
- (8) Overtime/COMP Time: Overtime and Compensatory Time worked must be requested in advance, in writing with the appropriate justification, and approved by the immediate supervisor prior to the hours being worked. Exception: Emergency situations that require immediate attention may be approved by the supervisor after the fact.

f. SECURITY:

- (1) Maintaining security of the CMOP building, work equipment, drugs and supplies is the responsibility of all employees. The CMOP building and fenced-in parking areas are federal government restricted security access work areas, which are not open to the general public or to unauthorized personnel.
  - (a) Authorized vehicle parking spaces are provided within the fenced in area surrounding the VA CMOP building and in a fenced in area across Britannia Drive on the south side of the building. Restricted parking areas include those spaces that are clearly marked with signage, such as handicapped parking spaces (current handicapped placard/sticker or license plate required), visitor parking spaces, an authorized government vehicle space and a designated Employee of the Month award space. No Parking areas include curb areas painted red, common through traffic lanes including parking lot perimeter fence vehicle entry/exit gate areas, the north-side truck loading dock area and the north-side trash/dumpster containment enclosure access area. Employees may use any authorized white lined employee parking spaces on the CMOP's controlled grounds or those in the fenced in parking area across the street except those parking spaces/areas marked as restricted for use by visitors/handicap spaces/official vehicle/emergency vehicle. Vehicles with trailers are not to be parked across several white lined parking spaces without prior facility management approval. Staff violating restricted parking spaces will receive two (2) courtesy warnings and one counseling. Any additional failure to follow proper parking instructions will be treated as misconduct and may be subject to progressive disciplinary actions.

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- (b) Entrance to the CMOP will be limited to authorized personnel. Department of Veterans Affairs employees or visitors having business related appointments/meetings with designated CMOP personnel can visit the CMOP for official business purposes when properly authorized. Visitors to the facility for the purpose of a tour must follow the procedures for all short-term visitors. The tours must be pre-approved by the Facility Director/Facility Manager or his/her designee prior to the event. In the absence of management staff or Director's designee having responsibility for the work area, the CMOP will be securely locked.
  - (c) All CMOP personnel are required to positively identify all individuals before allowing them access to the CMOP. Unauthorized visits by individuals having no business related reason to be in the CMOP building are discouraged. Such individuals having no business reason to visit the CMOP will be denied entry into the building and will be asked to leave the CMOP premises due to safety related liability and security concerns. Questionable situations regarding authorized access are to be promptly referred to a supervisor or CMOP management representative.
  - (d) Only "on duty" CMOP personnel and personnel on authorized business (paid and W.O.C) will be allowed into CMOP areas without escort. On duty personnel are expected to be at their assigned work station when their shift begins. This may require arriving on the CMOP premises a short time prior to the beginning of their tour of duty. All staff are expected to exit the CMOP building promptly after their tour of duty is finished and leave the premises shortly thereafter for security reasons. Any exceptions to leaving the premises shortly after the end of an employee's tour of duty must be discussed with and approved by supervisory and security personnel.
  - (e) Visitors, volunteers, other medical center personnel and medical service representatives having business with the CMOP will be asked to wait in designated areas until a supervisor or pharmacist-in-charge is able to talk to them and arrange for them to conduct their business with the appropriate person or in a designated area. To comply with government security regulations, all visitors are required to sign in and out and must present an acceptable state government (i.e. state driver license or official state issued photo ID) or federal government issued photo identification card (i.e. official VA ID or military photo ID) upon entrance.
  - (f) Employees will only enter and exit the CMOP by the doors where their security cards works. Doors other than main facility security card access entry doors are alarmed to prevent unauthorized/unobserved entry and exit. The exception would be in the event of a fire or other emergency, then employees would exit via the posted emergency evacuation routes or nearest available exit, irrespective of the individual door alarms.
  - (g) Security Card Access Use: Employees should always use their individual electronic ID security card to enter and exit the building under normal operating conditions. Each employee must scan their respective security card when entering or leaving the building and not follow other employees through a security access door without scanning their individual security card. Employees will not activate the alarm panel at the production area turnstile exit and/or the building's main exit until such time as they are actually leaving the area and have made a public address system announcement to warn others to clear the area(s) to avoid accidentally setting of the building's electronic intrusion alarm.
  - (h) No employee should scan another employee, visitor, or vendor through any security card entry or exit point without supervisor knowledge and authorization. Employees who forget their badge should use the exterior phone to call the receptionist. The receptionist will notify the appropriate management staff and the employee will be issued a temporary access badge. Security is important and everyone's responsibility. "Piggybacking" (following others through an entrance or exit without scanning your individual ID) or any other deliberate action to subvert work areas security or any of CMOP's security systems constitutes misconduct and is subject to appropriate disciplinary action.
- (2) In accordance with 5 CFR 2635.704(a), "An employee has a duty to protect and conserve Government property and shall not use such property, or allow its use, for other than authorized purposes."
  - (3) As representatives of the government, employees have a duty to safeguard confidential information and/or any agency record with individually definable information. This ethical responsibility is an important part of all

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government employees' job. Disclosing or using any information directly or indirectly obtained as a result of their employment in the VA, that is confidential in nature or that represents a matter of trust is contrary to the best interest of the government and is consider unacceptable behavior. Disclosure of material in any manner to any person or agency not entitled to receive it is violation the Privacy Action of 1974.

- (4) Computer and data security will be overseen by the IT Security Team and the Security Coordinator. This group is responsible for ensuring that all personnel have access to only the sensitive information required to carry out their authorized functions or assigned duties, providing training, and monitoring access and computer equipment use. Federal employees are required to log-on to their VISTA account at least once every 28 calendar days in order to avoid having their account automatically disabled.
- g. **PERSONAL EQUIPMENT/PROPERTY:** Authorized electronic devices (i.e. any personal use equipment or items) can only be used in the production area with supervisory, engineering and IT approval in accordance with local policy and when not in use should be securely stored in the employee's assigned locker. No bags, containers, backpacks, carry-all or any personal item that presents the perception of possible diversion will be allowed in the production area. No food will be allowed in production work areas. Beverages in seal containers will be allowed so long as they are kept away from electronic equipment and the lid is on at all times. The use of all employee-owned equipment must be approved by engineering and IT. Equipment for processing of VA information must be authorized, in writing, by the Facility Director or his designee. Privately owned personal computers, parts and peripherals used for government business are generally not allowed. The request to utilize privately owned personal computers, parts, and peripherals for official business purposes shall be submitted, in writing to the ISO and shall include a detailed description of the hardware, software, and uses for the equipment. The ISO will recommend approval or disapproval of the request routing it through the CMOP Information Resource Manager to the Facility Director for final approval.
- h. **TOBACCO AND VAPOR DEVICE USE:** Tobacco and Vapor Device use is prohibited in the CMOP building within 50 feet of any building entrance. All Federal staff, visitors and contractors will not use any tobacco product including chewing tobacco, e-cigarettes or any other form of vapor producing device excluding prescription inhaled medication within the CMOP facility. SW CMOP provides a tobacco use area. Employees may only use the designated tobacco use area during authorized breaks, i.e., scheduled breaks and lunch period. The approved designated tobacco use area is the covered bench located in front of the building. Employees who use a tobacco product, e-cigarettes or any vapor devise (excluding prescription medication) are not entitled to additional breaks. Tobacco use, regardless of the type, be it tobacco, electronic or otherwise is not permitted in any government vehicle. All staff who use tobacco products in the designated area will dispose of used tobacco materials appropriately.
- i. **PERSONAL MESSAGES:** Urgent or emergency messages will be received through your area supervisor, or designee, and will be relayed to you as soon as possible. Non-emergency messages will be relayed to you at the first available break or during lunch which ever occurs first via a note in your mail-box. Please ask your friends and relatives not to call for non-emergency reasons. No personal calls are to be received in work areas to avoid distractions that can result in work errors or patient safety concerns. CMOP telephones are for official work related use or appropriate emergencies as approved by the supervisor. There is a courtesy phone in the lunch room where non-duty local calls can be made.
- j. **TELEPHONE:** Normally, employees are not authorized to use government telephones for personal business. In case of an emergency, employees may, with supervisory permission, use the phone for an emergency personal call.
- k. **BULLETIN BOARDS:** Each employee is expected to review the bulletin board in the break room, and/or production area at least once a day.
- l. **RECEIVING ORDERS:** Employees are to receive directions/assignment of duties from their supervisors or designees (Pharmacists/Lead Technicians) only. If someone else such as contractor or a visitor request you to do something that does not relate to or takes you away from your assigned work duties, the employee should politely ask them to refer their request to the appropriate CMOP Supervisor or the CMOP Administrative office (this is necessary in the interest of scheduling work). Exceptions may be made at the employee's discretion provided requested services may be performed without sacrificing scheduled work and does not conflict with any contractual stipulations.

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- m. **CARE OF TOOLS AND EQUIPMENT:** Each employee is expected to use tools and equipment properly, and to keep them clean and in good operating condition. Tools and equipment will be properly cleaned at the end of each work shift and stored when not in use. If an employee discovers that repairs to equipment, tools, furnishings, or other items are needed, he/she should report the need to his/her supervisor.
- n. **ACCIDENTS:** If an employee is involved in an on-the-job accident, whether or not he/she is injured, he/she must report the incident to his/her supervisor as soon as possible, so that supervisory reports (VAF 2162, and CA-1 and/or CA-2 forms) can be completed. Employees who are injured or become incapacitated on the job will be referred to the medical provider of their choice or 911 emergency response personnel will be contacted, whichever is deemed more appropriate by the supervisor.
- o. **FINANCIAL DEALINGS:** Employees will not engage in financial dealings with patients, volunteers, students, or staff members. This includes loaning, borrowing, making purchases, selling items and getting checks cashed or accepting money, gifts or tips. The VA does not desire to become involved in the financial affairs of its employees. However, if repeated complaints of non-payment of just financial obligations are received from creditors, action will be taken as authorized by applicable regulations.
- p. **PROBATIONARY PERIOD AND PERFORMANCE RATING:**
  - (1) The first year of employment is a probationary period.
  - (2) As part of their supervisory duties, your supervisor will observe you working and keep you informed on a regular basis of how well you are performing your work, as well as keeping you informed as to how well you are carrying out your responsibilities as a cooperative and effective work team member. He/she will point out your strengths and weaknesses in a constructive manner and develop goals in particular areas in which you need to make improvement. He/she will assist you by arranging for appropriate training or re-training, if deemed necessary based on routine performance assessments.
- q. **SCHEDULES:** Assignment changes will be discussed with individuals involved before being put into effect. Employees will be given two weeks notice of schedule changes with the exception of emergency staffing coverage. Any request for a change of tour must be in writing and for a tour of duty authorized by HR.
- r. **PROMOTIONS:** All employees of CMOP will be afforded equal opportunity to compete for promotion according to VA Merit promotion principles. All promotions will be accomplished in accordance with HR guidance VA requirements.
- s. **RESIGNATION:** An employee who decides to quit his/her job, should give at least two weeks notice and must complete an official resignation form (facility clearance form.). Assistance with this form is available from your supervisor or the CMOP Administrative Office.
- t. **REPORTING FIRE OR OTHER EMERGENCIES:** Any employee who discovers a fire should immediately report it by pulling an alarm in at the nearest building fire alarm box, and notifying anyone in the area. For all other emergencies dial 911.
- u. **CONSERVING UTILITIES:** Employees are expected to turn off unnecessary lights and water faucets to help conserve utilities in their areas (exceptions are made on a case by case basis – e.g. bathrooms on the production floor).
- v. **CHANGE OF ADDRESS:** Any change of street address, telephone number, or emergency address is to be reported to the CMOP Office on the day following the change. This record must be kept accurate at all times for Emergency Preparedness and Recall requirements.
- w. **IDENTIFICATION BADGES:** Employees will wear their PIV identification badges and security access cards at all times while on duty. The badge will be worn in front and if at all possible, above the waist, with the photo displayed so the person's name and picture is easily seen by someone facing/speaking to that individual. Your PIV identification badge is your authorization to enter the facility without escort. The security access card allows access

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handled according to the General Access Policy.

- x. **ADDITIONAL INFORMATION:** If you have a question or a problem, discuss it with your supervisor first. If further help is needed, then see the Health System Specialist, Associate Director or CMOP Director.

**5. DEFINITIONS:**

**CMOP:** Consolidated Mail Outpatient Pharmacy

**PIV:** Personal Identity Verification

**HR:** Human Resource

**VA:** Veteran Affairs

**IT:** Information Technology

**ISO:** Information Security Officer

**ID:** Identification

**VISTA:** CMOP National Server

**6. RESCISSION:** April 25, 2016

**7. REISSUE DATE:** May 2019

**6. REFERENCES:**

- a. VA Directive 5011, dtd 4/15/02 – [Http://vaww1.va.gov/vhapublications/ours of Duty and Leave](http://vaww1.va.gov/vhapublications/ours_of_Duty_and_Leave)
- b. VA Handbook 5025, Part III, dtd. 4/15/02 – [Employee Responsibility and Conduct](#)
- c. The AFGE Master Agreement. Article 3-Partnership, Section 2-Principles, all sub categories. [TITLE 5 > PART III > Subpart F > CHAPTER 71 > SUBCHAPTER IV > § 7131 Official time](#)
- d. VHA Directive 2008-052
- e. 2013 Comprehensive Accreditation Manual for Home Care (CAMHC)
- f. The Joint Commission Perspectives, January 2015, Volume 35, Number 1



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Reviewed \_\_\_\_\_ Date \_\_\_\_\_

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Owner: <b>DIR</b>	Responsible: <b>Tony Felix</b>	Version: <b>1</b>	Sequence <b>762-00-003</b>	Status: <b>Approved</b>	Issue Date: <b>05/05/2016</b>	Total Pages: <b>Page 9 of 9</b>
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