

Iowa Commission of Veterans Affairs
Code of Conduct and Work Rules

Code of Conduct

Employees are expected to conduct themselves in a manner that creates and maintains respect for the Iowa Commission of Veterans Affairs. Employees must be mindful at all times of the high standards of behavior expected of them in both their personal and official activities. Employees should avoid any action that might adversely affect the confidence of the public in the Commission of Veterans Affairs.

Employees are expected to be knowledgeable of and to follow the Commission's rules, policies and procedures, and to comply with municipal, county, state and federal laws and the applicable rules of regulatory agencies.

Work Rules

The Work Rules are the rules developed by the Iowa Commission of Veterans Affairs and intended to regulate the conduct of employees. Generally the Work Rules apply to matters arising from employment with the Commission or which have a bearing on an employee's ability to be effective in his or her job. These Work Rules do not replace or modify any existing policies or collective bargaining agreements. When these Work Rules refer to "authorized" or "unauthorized" conduct, said authorization shall be defined as verbal or written approval or disapproval of the appropriate supervisory authority.

Any violation of the established Work Rules will be sufficient grounds for corrective action, ranging from a written reprimand to immediate discharge, depending upon the seriousness of the offense and/or the number of infractions. Generally the Commission will follow the concept of progressive discipline, beginning with less severe disciplinary measures for the first offense. However, the seriousness of the offense may dictate a more severe corrective action and could result in discharge at the first offense if such action is warranted by the situation.

Individual positions, classifications and/or work units may have additional rules that are required by the nature of the work performed. In addition, these work rules are not all inclusive. Other rules are provided by statute, by the Iowa Code and by Administrative action. Failure to follow these directives may result in corrective action.

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Work Rules

A. ATTENDANCE, PUNCTUALITY AND HOURS OF WORK

1. You are required to report for duty at the designated time and place and be fully able to perform your duties.
2. Any unscheduled absence from work and the reasons for that absence must be reported to your immediate supervisor or designee as soon as it is known that you will be absent or no later than the time designated by your department.
3. You must not leave your place of duty during a work shift without permission.
4. Absences from work will be excused only with proper documentation and authorization. Absences without notification and approval may be cause for corrective actions.
5. Sick leave is only to be used for illness and other authorized uses. Abuse of sick leave is unacceptable.
6. You are expected to work the full number of hours for which you are paid, less any approved leave time or authorized absence. You may take only those breaks and meal periods that are authorized and you must observe the time limits of meal, rest and wash-up periods.
7. You may not work more than your assigned hours without authorization.

B. PERFORMANCE OF DUTIES

1. You are expected to be attentive to your work responsibilities. The Commission will not tolerate loafing, loitering, sleeping, visiting or engaging in unauthorized personal business while on duty. Activities which are prohibited while on state business or on state property include, but are not limited to, any of the following unauthorized acts: solicitation of funds, donations or services; sale of commercial products; distribution of unauthorized printed material, such as petitions, propaganda or any unauthorized material intended to influence the opinions, behaviors or decisions of others; gambling; or unauthorized political or union solicitation.
2. You are expected to work cooperatively with other employees, residents and all others involved with the Commission's work. You will treat other employees, residents, guests, visitors and the public with respect, dignity courtesy and fairness. You will comply with Iowa's dependent adult abuse

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requirements, including reporting abuse. You shall not abuse, neglect or exploit residents, whether verbally, physically, sexually or financially.

3. Insubordination will not be tolerated. You are expected to follow all written and verbal instructions of supervisory staff or the designated person in charge.
4. Disclosure and/or unethical use of confidential information or records is prohibited.
5. You must not discuss or make available to any unauthorized persons any information or access that would compromise the security of the facilities.
6. Intentionally falsifying records or giving false information regarding residents or programs is prohibited.
7. You are required to cooperate fully and to be honest in written and oral statements concerning activities that affect the Commission and its operations. You may not withhold information or impede any inquiry, investigation or hearing.
8. You are required to follow all safety, health, and sanitation rules and practices, including the use of protective equipment and clothing. Work-related accidents and injuries must be reported to your supervisor as soon as possible, but no later than 24 hours after it occurs. Unsafe working conditions or defective equipment must be reported to your supervisor immediately.
9. You must immediately report to your supervisor any action that could affect the licensure or certification required to perform the duties of your position.
10. You are responsible for residents under your supervision. Any unexplained absences of residents must be promptly reported to your supervisor or other appropriate person.
11. When physical contact is requirement of your duties, contact will be performed in a professional manner.

C. PERSONAL ACTIONS AND APPEARANCES

1. You are to be well groomed and neat in appearance while at work and comply with all dress and appearance policies.
2. You may not report to work under the influence of alcohol, narcotics, or other mood-altering substances or in a condition that is unsafe to residents, other

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employees or yourself. You must not report in a condition that renders you unable or incapable of performing your job responsibilities, or in a condition that creates an unfavorable public image.

3. Unauthorized possession, use, trading, or selling of weapons, alcoholic beverages, controlled substances, narcotics, stimulants, contraband, or other restricted articles during work hours and/or while on state property or engaged in state business is prohibited.
4. You must inform your supervisor immediately if your name is placed on the Dependent Adult Abuse Registry.
5. You must comply with officially posted notices, signs, warnings, instructions, and designated eating, drinking and smoking areas.
6. You are expected to obey all laws, ordinances, policies, and posted signs regarding parking and the safe and lawful operation of a motor vehicle while on state business or on state premises.
7. You are to avoid boisterous or inappropriate discussions and behavior that would disrupt the work of others or the organization's ability to conduct normal business. Rough housing and fighting, including but not limited to, practical jokes, pushing, running and throwing objects are prohibited.
8. You are expected to maintain appropriate control of your behavior, even when provoked or in stressful situations. You must not threaten or attempt to inflict bodily harm, mental anguish, or any other abusive action on residents, other employees, representatives of other agencies, or the general public. Proper force as is reasonably necessary may be used for self-defense, to protect others from injury, or to intervene in an altercation.
9. You may not make false or malicious statements concerning other employees, supervisors, residents or others.
10. All harassment including, but not limited to, harassment based on sex, race, religion, age, national origin, physical or mental disability, or organizational affiliation is prohibited. You must not show favoritism toward or illegally discriminate against any person.
11. You may not engage in the theft or unauthorized use of property belonging to other employees, residents, the general public or the State of Iowa.

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12. You or your immediate family may not solicit or accept unauthorized compensation, reward, benefit, gratuity or gift of any kind or value or any promise of same for any matter related to or which may influence your public service on behalf of the State. You may not give or receive from a resident, on behalf of a resident, or from friends/family of residents any cash, gifts, articles or services unless specifically authorized by the appropriate supervisory authority.

D. USE OF STATE PROPERTY

1. State property or equipment will not be utilized for your personal use, unless specifically authorized by the appropriate supervisory authority.
2. Improper use of State vehicles, equipment, facilities or materials, or the State telephone, mail courier, FAX machines and any other reproductive machines is considered misconduct.
3. You must comply with the licensing agreements for the use of computer software and obey all copyright and publishing laws. State computers may not be used for personal business or for games. You may not misuse, abuse, manipulate, damage, or destroy computer equipment or computer software, or give your State computer access code to another person, or use another person's access codes without authorization.
4. Any damage, breakage, vandalism, or loss of State property, keys, credit cards, or identification must be reported to your immediate supervisor as soon as possible. Unauthorized possession, sale, lending, borrowing, duplication, or careless or improper use of State property or identification is prohibited.
5. Unauthorized entry into State buildings or grounds is prohibited.
6. Removal or posting of signs and bulletins on State property is prohibited without approval of the appropriate supervisory authority or as allowed by the collective bargaining agreements.
7. You may take only authorized materials or equipment in or out of the facilities. You may not have unauthorized materials or equipment on your person, in your vehicle, on state property, or in your home.
8. You may not use your official position, State materials or equipment to influence, intimidate, or deceive others or to obtain any privileges or articles for which you are not otherwise entitled.

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E. CONFLICT OF INTEREST

1. Transacting business as an employee of the State with any business entity in which you have an interest is prohibited except as authorized by law.
2. You may not engage in any outside activity or employment that may impair your independence of judgment or which may conflict with or impair your ability to perform your duties as an employee of the State.

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