



TEXAS
JUVENILE JUSTICE
DEPARTMENT

Employee Handbook

Appendix B to TJJD PRS Manual

Prepared by

TJJD Human Resources
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Employee Handbook

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INTRODUCTION

This employee handbook is designed to provide you with an overview of the Texas Juvenile Justice Department (TJJD) personnel policies, to help you understand your responsibilities as a TJJD employee and the agency's expectations about work and personal conduct, and to help you be aware of available employment-related benefits and services.

You are responsible for promptly reviewing all of the handbook's contents and referring to it when you have employment-related questions.

The information in this handbook is current as of the publication date but is subject to change as statutes, regulations, and agency policies are modified. In the event of a discrepancy between this handbook and a more recent agency rule, policy, or procedure, the most recent publication prevails.

No handbook or policy manual can address every possible situation that may arise. TJJD management may:

- in accordance with generally accepted management practices and procedures, resolve issues that are not adequately addressed in this handbook;
- change this handbook or the policies mentioned in this handbook at its discretion; and
- depart from written policy when necessary to address the circumstances of a particular situation.

A. **Employment at Will**: Nothing contained in this handbook should be considered as a contract, promise, or guarantee of continued employment or of any particular policy or benefit. Employees of TJJD are "at will" employees. This means that employment is for no definite period and either the employer or the employee may terminate the employment relationship at any time for any reason or no reason, other than an illegal reason by the employer, without liability.

B. **Human Resources Administrator**: Each TJJD secure facility has a human resources (HR) office located on the facility's campus. The HR staff includes a Human Resources Administrator (HRA). The HR staff members are available to assist the facility's employees with employment-related issues. An Austin Office HR specialist acts as the HRA for employees assigned to the Austin Office, district offices, and halfway houses. In addition, employees may contact the appropriate Austin Office HR staff member for answers to questions about a specific program area, service, or benefit.

C. **Employee General Rules of Conduct**: As indicated in the Table of Contents, this handbook briefly covers several employment-related topics. All of the topics are important, but of particular importance is Section VIII, Employee General Rules of Conduct and Disciplinary Process. Becoming familiar with these rules will help you avoid conduct that could lead to disciplinary action.

D. **Access to TJJD Policies and Website**: The Personnel Policy Manual ("PRS" manual) contains personnel policies and procedures. The General Administrative Policy Manual ("GAP" manual) contains policies and rules about the agency's various responsibilities and operations. The Employee Handbook is based on and refers to some of the policies in the PRS manual and reflects some of the GAP rules about employee responsibilities. The PRS and GAP manuals and this handbook are available on the TJJD Internet website (www.tjtd.texas.gov) and the TJJD intranet. In addition, other procedures, guidelines, and helpful resources are available on the TJJD intranet, which is accessible to TJJD employees from a TJJD computer. Examples of resources are the Case Management Standards Manual and the Institutions Operations Manual, both of which include procedures and expectations that apply to specific TJJD positions. It is your responsibility to know and comply with all policies, procedures, and guidelines that apply to your position.

Please let Human Resources or other appropriate staff know if you believe a policy or practice could be improved in any way or if you have any questions or comments about any aspect of our policies or practices. We encourage all employees to present their ideas, problems, and concerns to management. We appreciate any suggestions from you that may aid us in our operations or streamline your work processes. Constructive communication helps us all to maintain a positive work environment.



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SECTION I. EQUAL EMPLOYMENT OPPORTUNITY (EEO)

A. EEO POLICY

The TJJD is an equal opportunity employer and strives to provide a work environment free from discrimination, which is defined as unlawful treatment based on race, color, religion, sex (gender), national origin, age (40 and above), disability, or genetic information. Sexual harassment is a form of gender-based discrimination.

All TJJD employees are responsible for refraining from discrimination or harassment. TJJD managers and supervisors are responsible for basing all employment-related decisions on job-related, non-discriminatory factors and for complying with all laws applying to the employment relationship. This includes activities relating to recruitment, screening, hiring, training and development, promotion, compensation, benefits, social and recreational programs, termination, reduction in force, and all other conditions and privileges of employment.

What do I do if I believe I have been the subject of employment discrimination?

You should file a formal employee grievance in accordance with [PRS.35.03](#) (Employee Grievances) if you believe that discrimination has adversely affected your employment, assignment, compensation, advancement, career development, or any other condition of employment. If for any reason you are reluctant to file a grievance with the local employee grievance contact, you may file a grievance directly with the employee relations specialist, who serves as the agency's employee grievance coordinator and is located in the Austin HR Office. (For more information regarding the filing of a grievance, see Section X of this handbook.)

What about retaliation?

TJJD does not tolerate retaliation against employees who:

- oppose a discriminatory practice;
- make or file a charge;
- file a complaint; or
- testify, assist, or participate in any manner in an investigation, proceeding, or hearing relating to an allegation of discrimination.

If you believe you have been subjected to retaliation, you should file a formal employee grievance in accordance with PRS.35.03.

[PRS.01.01](#) provides additional information about the agency's equal employment opportunity policy. In addition, the agency's zero tolerance of discrimination and retaliation is reflected in Group 1 of the Employee General Rules of Conduct (Equal Employment Opportunity and Protection of the Work Environment).

B. SEXUAL HARASSMENT PREVENTION POLICY

As previously stated, sexual harassment is a form of gender-based discrimination. To protect employees from sexual harassment, TJJD has established procedures reflecting the agency's effort to provide a safe, professional, and pleasant work environment free of inappropriate sexual conduct.

All inappropriate sexual conduct is strictly prohibited and is not tolerated. This policy applies to employees, contractors and contractors' employees, volunteers, delivery persons, vendors, and any other person having contact or doing business with TJJD.

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What is inappropriate sexual conduct?

Inappropriate sexual conduct is conduct of a sexual nature that is debilitating to morale, interferes with job performance, or in any way has a negative impact on a safe, professional, and pleasant work environment. It can occur in many ways, all of which are unacceptable. No employee, male or female, should see or hear unwelcome and unsolicited sexual comments or conduct. In particular, this includes verbal, visual, or physical conduct of a sexual nature or unwelcome requests for sexual favors when:

1. submission to the conduct or request is a condition of employment;
2. rejection of or agreement with the conduct or request is used to make an employment decision; or
3. the conduct or request has the purpose or effect of interfering with work performance or creating an intimidating, hostile, or offensive work environment.

What are some specific examples of inappropriate sexual conduct?

The following are some examples of inappropriate sexual conduct. Please keep in mind it is not possible to list every action that might be considered inappropriate sexual conduct.

Examples:

1. Off-color jokes, sexual horseplay or teasing, sexual innuendo, and other obscene, lewd, or sexually suggestive remarks or gestures;
2. Sexually suggestive workstation wallpaper or screen-savers, calendars, posters, T-shirts, cartoons, drawings, or other sexually suggestive displays;
3. Touching or threatening to touch another in an unprofessional manner;
4. Inquiring about another person's sex life or discussing sexual conduct that is unrelated to work; or
5. Using demeaning or inappropriate terms related to gender in reference to another person.

What about complimenting a co-worker or subordinate employee regarding their appearance?

Inappropriate sexual conduct does not include occasional compliments of a socially acceptable nature.

Is inappropriate sexual conduct limited to the immediate work environment?

No. Inappropriate sexual conduct can occur both within and outside the immediate work environment.

What do I do if I believe that I have been subjected to inappropriate sexual conduct or observed another employee being subjected to inappropriate sexual conduct?

You should file a complaint of inappropriate sexual conduct in accordance with [PRS.35.03](#) (Employee Grievances). If for any reason you are reluctant to file a grievance with the local employee grievance contact, you may file a grievance directly with the agency's employee relations specialist, who serves as the employee grievance coordinator and is located in the Austin HR Office. All complaints and reports are taken seriously and are investigated to gather facts about the alleged occurrence. To the extent possible, confidentiality is maintained and information is disclosed only as needed to investigate and resolve the matter or as required by law.

[PRS.01.02](#) (Inappropriate Sexual Conduct) contains additional information about the agency's provisions and procedures that have been established with the goal of providing employees with a workplace free of inappropriate sexual conduct.



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C. AMERICANS WITH DISABILITIES ACT (ADA) POLICY

In compliance with the Americans with Disabilities Act (ADA), no qualified individual with a disability may be subjected to discrimination in selection, promotion, discharge, compensation, training, or other terms or conditions of employment on the basis of having a disability or record of a past disability. The law and the agency's ADA policy also prohibit treating an individual as disabled through stereotyping or assumptions about physical or mental conditions, real or perceived.

TJJD grants reasonable accommodations for known physical or mental limitations to qualified individuals having a disability to enable the individual to perform the desired or current position's essential functions, as long as the agency can provide the accommodation without undue hardship to the agency and without a direct threat to health or safety

What do I do if I need to request an ADA accommodation?

You must inform your HRA of your disability and the functional limitations creating a need for an accommodation. Requests for an accommodation are voluntary.

Each request for accommodation is reviewed on a case-by-case basis. Requests for accommodation are reviewed by the chief local administrator (CLA), who may work in consultation with the agency's workplace accommodation committee.

[PRS.01.10](#) (Americans with Disabilities Act) contains additional information about ADA accommodations.

SECTION II. ATTENDANCE AND PUNCTUALITY

Your job is important. Good attendance practices and responsible use of leave are essential requirements for every TJJD position. Such attendance practices include arriving to work on time, working scheduled hours, and staying until the end of the scheduled workday unless you have prior approval to leave early. Unauthorized absences and abuse of leave benefits are not tolerated. Absences and tardiness have a negative impact on the agency's ability to successfully fulfill its mission. [PRS.27.01](#) contains additional information about your responsibilities relating to attendance.

How do good attendance practices impact the agency's mission?

- When co-workers can count on each other to come to work and not have excessive absences, employees will not have to work extra hours on a routine basis. The results are a work atmosphere based on respect, trust, good teamwork, and a reduction in employee turnover.
- Lower turnover results in an agency team consisting of employees with high levels of experience and skills, which are critical components in fulfilling the agency's mission.

How do excessive unplanned absences impact the agency's mission?

- Co-workers have to pick up the slack to ensure that goals are met and daily operations are maintained. This has a negative impact on their morale.
- The longer work hours for co-workers picking up the slack not only strain the agency's budget due to overtime costs but also have a negative impact on the work-life balance for these employees. A poor work-life balance affects the quality of work performed.
- A level of work quality that is not the very best it could be affects programs throughout the agency and the youth depending upon these programs.



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What do I need to do when I realize that I will be tardy or absent?

If you are unable to report at the scheduled time, you must take two actions:

- give notice to the appropriate contact person in accordance with instructions provided by your supervisor; and
- provide the general reason for the absence.

If you are responsible for supervising or providing services to youth at a residential facility, there are some additional requirements that apply to you.

- If an emergency or unexpected circumstance will cause you to be late or absent from work, you must notify the appropriate contact person by the appropriate method immediately upon becoming aware of the situation unless a verifiable emergency makes it impossible for you to do so.
- The notice must be provided as soon as reasonably possible and no less than two hours prior to the start of the shift or workday when a medical condition or illness that is not an emergency (e.g., cold, stomach virus) causes you to be late or absent unless you do not become aware of the illness or medical condition in sufficient time to provide a two-hour notice prior to the start of the workday.
- The purpose of providing as much notice as possible is to allow the facility to arrange for replacement staff or make any necessary changes to the youth activity schedule due to the absence.

You are not required to provide medical facts to the contact person. However, a general reason is required to determine whether you complied with call-in requirements and whether the reason for tardiness or absence could potentially qualify for FMLA leave as explained in [PRS.28.10](#). You may be required to provide medical facts to your HRA in follow-up conversations or documentation as needed to support entitlement to sick leave and/or FMLA leave.

You are also responsible for informing your supervisor if you need to leave your work site at any time other than your regularly scheduled break period.

Because absenteeism and tardiness interfere with operations and place hardships on others, a failure to report absences from work in a timely manner, unauthorized absences, or tardiness may result in disciplinary action or discharge. Three consecutive workdays of unauthorized absence is considered job abandonment.

What is a medical fact?

A medical fact is a description of a condition identifying the cause or nature of the illness or injury (e.g., viral illness, internal bleeding, back pain, upper respiratory infection). A procedure identifying the body part (e.g., hysterectomy, appendectomy, or tonsillectomy) is sufficient information to serve as a "medical fact." Terms such as "under my care," "surgery," or "stress" are not acceptable as medical facts. A medical fact does not require a diagnosis.

When will I need to provide a statement from a health care provider?

The following list includes some, but not all, of the situations when you are required to provide a health care provider's statement (also referred to as a medical certification or doctor's note):

- if you are absent due to illness or injury for more than three consecutive workdays;
- if you are a JCO and are absent due to an illness or injury on holidays or other days set forth in [PRS.27.01](#); or



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- if you are required to provide a health care provider's statement in accordance with [PRS.27.01](#) as an administrative measure to help ensure responsible use of leave.

It is important to keep in mind that failure to provide the required medical certification will result in the time missed being treated as an unauthorized absence.

If I exhaust all of my available paid leave benefits, does this affect other benefits?

Possibly. If you exhaust all available paid leave benefits and are placed on unpaid leave, you might:

- become ineligible to participate or continue participating in the direct deposit and electronic paycard program (See [PRS.15.03](#));
- be paid in the middle of the month following the unpaid leave period on supplemental payroll instead of on the first workday of the month (See PRS.15.03); and
- not receive longevity pay and/or hazardous duty pay for the month, depending on when the unpaid leave occurs and how long you are on unpaid leave (See [PRS.19.03](#)).

You should also keep in mind that upon retirement, your sick and vacation leave can count toward ERS service credit.

PRS.27.01 and Group 2 of the Employee General Rules of Conduct (Attendance and Punctuality) describe the agency's specific expectations regarding attendance and punctuality.

Remember, your job is important and your co-workers are relying upon you to report to work!

SECTION III. REPORTING ILLEGAL ACTIVITIES

TJJD does not take any action against anyone for making a good-faith report of illegal activities as provided in A or B below or for participating in an investigation of alleged misconduct. However, this protection does not apply to self-disclosure.

A. Youth Mistreatment

You are required to report any youth mistreatment, whether performed by another youth or a TJJD or county employee, volunteer, or contractor.

What is youth mistreatment?

Youth mistreatment includes any abuse, neglect, or exploitation of a youth as defined by Texas Family Code, Section 261.401.

- **Abuse** – an intentional, knowing, or reckless act or omission that causes or may cause emotional harm or physical injury to, or death of, a youth.
- **Neglect** – a negligent act or omission, including failure to comply with an individual case plan, that causes or may cause substantial emotional harm or physical injury to, or death of, a youth.
- **Exploitation** – the illegal or improper use of a youth or the resources of a youth, for monetary or personal benefit, profit, or gain.



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Some, but not all, specific acts of youth mistreatment are described in the following documents:

- Group 3 of the Employee General Rules of Conduct (Youth Supervision);
- [GAP.380.9333](#), Alleged Abuse, Neglect, and Exploitation
- [GAP.380.9723](#), Use of Force;
- 37 Texas Administrative Code, Chapter 358; and
- The Notice of Improper Sexual Activity with Person in Custody, TJJJ form [HR-270](#), which describes sexual activity constituting a felony criminal offense. Each newly hired employee receives the HR-270 form during the New Employee Orientation (NEO) session.

[PRS.02.09](#), Staff/Youth Relationship, describes other agency expectations regarding staff/youth relationships.

What do I do if I believe a youth in TJJJ custody has been a victim of youth mistreatment?

[GAP.07.03](#) (Incident Reporting) establishes how incidents must be properly documented and reported. In accordance with GAP.07.03, any staff member who has cause to believe that a youth in TJJJ custody or under the supervision of TJJJ has been a victim of abuse, neglect, or exploitation or who receives such a report must: (1) **immediately** notify the Office of Inspector General (OIG) - Incident Reporting Center (IRC) by telephone (1-866-477-8354); and (2) immediately after calling the IRC, call the Chief Local Administrator (CLA). If you received an IRC tracking number, provide the number to the CLA.

For the purpose of incident reporting, the CLA is: (1) the superintendent or administrative duty officer (ADO) for TJJJ-operated residential facilities; (2) the contract case management supervisor for contract programs; or (3) the parole supervisor for TJJJ-operated or contract parole offices.

If you observe or have first-hand knowledge about any youth mistreatment and do not report the activity or help cover it up, you are subject to disciplinary action up to and including termination. Everyone involved is held accountable.

TJJJ investigates all reported allegations according to TJJJ policies and procedures. If the allegations are substantiated, the agency takes appropriate disciplinary action up to and including termination. Criminal investigations are conducted separately and could result in prosecution.

What do I do if I have been given information that a child in the juvenile justice system who is not in TJJJ custody has been a victim of mistreatment or if I witness mistreatment?

If you are given information that a child involved in the juvenile justice system but not in TJJJ custody has been the victim of mistreatment, or if you witness any mistreatment, you must: (1) immediately notify the OIG – IRC by telephone (1-877-786-7263); and (2) submit a written report to the TJJJ Administrative Investigations Division responsible for investigating allegations in county facilities or programs. The written report must be submitted as soon as possible after notifying the IRC, but no later than the end of the current shift. If you received an IRC tracking number, include this number on the written report.



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B. Fraud, Waste, or Abuse of State Resources or Other Illegal Activities

What is fraud?

"Fraud" includes any intentional deception, misrepresentation, or omission of important facts. Fraud, waste, and abuse of state resources can be related to the expenditure of state appropriated (budgeted) funds or state grant money (e.g., theft, forgery, breach of computer security). Some, but not all, specific acts of fraud are described in Group 4 of the Employee General Rules of Conduct (Conflicts of Interest, Ethics, and Fraud) and in [PRS.02.03](#).

How do I report a suspected incident of fraud, waste, or abuse of state resources or other illegal activity?

If you become aware of fraud, waste, or abuse of state resources or any other illegal activity, you must immediately notify the CLA or ADO unless you have clear evidence that the matter has already been reported. If you are fearful of retaliation or believe that the CLA or ADO is involved in the fraud, waste, or abuse of state resources or other illegal activity, you are still required to report the suspected incident; however, you may report the incident to the OIG-IRC hotline (1-866-477-8354 or tjd.irc@tjd.texas.gov), the Texas State Auditor's Office (SAO) hotline (1-800-892-8348 or sao.fraud.state.tx.us), or anyone in authority to whom you feel comfortable reporting without fear of retaliation.

SECTION IV. SAFETY AND WORKERS' COMPENSATION

TJJD makes every reasonable effort to minimize the risk of accidents and injuries in the workplace. Accidents and injuries cause suffering and financial loss to employees and their families and hinder efforts to provide full services to the citizens of Texas who depend on our services.

A safe workplace does not happen by itself. Therefore, safety is everyone's responsibility. You will be evaluated on your safety performance during your performance appraisal. Your responsibilities include but are not limited to the following:

- immediately reporting any safety hazard and correcting the hazard when possible;
- performing all duties in a manner to prevent accidents/injuries; and
- completing required documentation within required time frames in the event of an accident/injury while on the job.

What is a safety hazard?

A safety hazard is an unsafe condition, usually physical, that has the potential to cause injury to an employee or youth. Common examples include: spills or tripping hazards on floors, frayed electrical cords, improperly stored chemicals and tools, blocked emergency exits, and poor lighting.

To whom do I report a safety hazard?

You are required to immediately report a safety hazard to your immediate supervisor. If you are assigned to a facility, you are also required to report the safety hazard to the facility compliance officer.

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Does the agency have workers' compensation insurance?

Yes. The State Employees' Workers' Compensation System pays for medical treatment and lost wages for state workers who are injured or become ill as a result of their work. Coverage is provided at no cost and you are not required to sign up for this coverage.

- The State Office of Risk Management (SORM) serves as the state's insurance carrier for this benefit.
- The Texas Department of Insurance/Division of Workers' Compensation (TDI/DWC) regulates workers' compensation insurance in Texas. You can receive more information about your workers' compensation rights from any office of the TDI/DWC or by calling 1-800-252-7031.

What do I do if I am injured on the job?

If you are injured on the job, you are responsible for:

- seeking medical assistance, which must be from a treating doctor in the CompKey+ Network if you live in a CompKey+ service area;
- telling the medical provider that the injury was job related;
- immediately telling your supervisor about the injury;
- immediately telling the human resources office about the injury;
- immediately completing any required documentation; and
- if time off from work is necessary due to an injury, providing any required medical certifications for the administration of leave.

Prompt notice is vital to receipt of benefits! All benefits may be denied if you fail to give notice of injury within 30 days or fail to file a claim within one year, unless you have a good cause for failure to give notice or file a claim. [PRS.23.03](#) contains additional information about the agency's workers' compensation program.

What do I do if I experience an occupational exposure?

If your eyes, broken skin, and/or the mucous membranes of your nose or mouth come into contact with blood, body fluids, or other potentially infectious material while you are performing your job duties, you must report the incident to your supervisor and the HR office, regardless of the level of perceived risk or the perceived status of the source individual. All human blood and certain human body fluids are treated as if they are infected with HIV, HBV, HCV, and/or other bloodborne pathogens.

- The Centers for Disease Control and Prevention recommends that individuals who have experienced an occupational exposure should obtain testing and seek medical attention as soon as possible. Therefore, TJJJ encourages you to seek medical attention within two hours of an occupational exposure so you can be assessed for the need for post-exposure testing and possible preventative medication. You are allowed time off for such testing and medical attention in the same manner as if you were seeking immediate medical attention for a work-related injury.
- You have the right to file a workers' compensation claim and to be tested for a reportable disease no later than 10 days after an exposure.
- [PRS.23.05](#) contains additional information relating to occupational exposures, including procedures for requesting a test for the source of the exposure.



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Does the agency have a return-to-work program?

Yes. In addition to workers' compensation insurance coverage, the agency has established a return-to-work program for employees who have experienced an on-the-job injury or illness. You may be eligible to work in an Alternative Work Assignment (AWA) if:

- you are unable to perform your essential job duties due to an on-the-job-injury accepted by SORM;
- you are able to work with restrictions;
- an AWA is available; and
- you are able to perform the duties of the AWA.

The maximum length of the AWA is 12 consecutive weeks. More information about the return-to-work program is in [PRS.23.04](#).

SECTION V. DRUG-FREE WORKPLACE

TJJD makes a good-faith effort to maintain a drug-free workplace, which is essential for:

- reducing the potential for delivery of contraband to youth in the agency's custody;
- creating a safe residential environment for youth and a safe work environment for staff; and
- preventing substance abuse from impairing the operation of youth residential facilities, the delivery of juvenile justice services and programs, and the performance of related administrative processes.

What does the agency do to maintain a drug-free workplace?

- The agency implements an alcohol/drug testing program in accordance with [PRS.02.17](#) (Drug-Free Workplace). The program includes: (1) pre-employment and random drug testing for all positions having routine direct contact with youth or assigned to a residential facility; and (2) reasonable suspicion alcohol/drug testing for all employees regardless of position held. The agency prohibits the manufacture, distribution, dispensation, possession, or use of alcoholic beverages, inhalants, controlled substances or narcotics paraphernalia on TJJD premises or while conducting TJJD business off agency premises. This prohibition includes prescription drugs unless taken as prescribed by the employee's physician. Employee General Rule of Conduct 5.12 establishes certain exceptions for lawfully possessed items.
- The agency requires you to notify your supervisor within two workdays after any arrest, charge, indictment, or conviction under the Texas Controlled Substances Act or any other criminal drug or alcohol statute. Procedures for reporting criminal charges and changes in the status of a criminal case are found in [PRS.02.08](#) (Criminal History: Standards, Background Checks, and Self-Reporting Requirements). Note: This reporting requirement also applies to an arrest, charge, indictment, or conviction (including deferred adjudication) for any other criminal offense.
- Upon receiving notice of a drug or alcohol-related conviction, TJJD management: (1) takes appropriate disciplinary action, up to and including termination; and (2) if the employee is not terminated, requires the employee to satisfactorily participate in and complete a substance abuse rehabilitation program approved by the agency's employee assistance program (EAP).
- The agency's EAP is available to help employees address any type of personal issue, including substance abuse. TJJD encourages employees who need professional help due to substance abuse to voluntarily notify their supervisors of the need for such help before their job performance is adversely affected.



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What if I am taking a prescription drug or over-the-counter medication with side effects that may appear to be a result of substance abuse?

If you are taking a prescription or over-the-counter medication which may impair your mental or physical capabilities, you must notify your supervisor prior to starting work while taking the medication. If your supervisor determines that you cannot safely or effectively perform your job duties while taking the medication, you must use your leave in accordance with [PRS.28.02](#).

SECTION VI. EMPLOYEE ASSISTANCE PROGRAM

The agency's EAP is provided through Deer Oaks EAP Services. The EAP provides valuable services at no cost to you and your family in the form of stress management, short-term counseling, legal and financial consultations, enhancing wellness and quality of life, and an online resource center. For more information, you may: (1) obtain an informative brochure from your HR office; or (2) visit the Deer Oaks website at www.deeroaks.com. The login username and password for all TJJJ employees is *tjjd*.

Are EAP services confidential?

Yes. The EAP must comply with all state and federal confidentiality laws with regard to alcohol and drug abuse and mental health records, including HIPAA.

Are family members covered by EAP services?

Yes, services are provided to anyone living in your household at no cost to you.

How do I access the EAP?

Simply call the toll-free, 24-hour hotline at 1-866-327-2400. TDD is available at 1-800-735-2989.

SECTION VII. INFORMATION TECHNOLOGY RESOURCES

TJJJ employees are expected to use professional practices when using the agency's information technology resources. All agency information technology resources are the property of TJJJ and the State of Texas and are provided for conducting state business. TJJJ has established rules for the use of information technology resources. These rules are contained in [PRS.02.31](#) (Use of Information Technology Resources) and in the Information Security and Non-Disclosure Agreement, TJJJ form [HR-016](#), provided to and signed by each newly hired employee.

Passwords are intended to protect against unauthorized access to information technology resources and must be kept confidential and not disclosed to anyone. You are prohibited from accessing any agency information technology resource using someone else's password or allowing someone else to access an agency information technology resource using your password. With appropriate management authorization, any TJJJ information technology resource may be monitored to ensure security and appropriate use of state property without notice of times, locations, or durations of monitoring.



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SECTION VIII. EMPLOYEE GENERAL RULES OF CONDUCT AND DISCIPLINARY PROCESS

A. DISCUSSION

The purpose of the employee general rules of conduct is to assist you in: (1) becoming familiar with the agency's general expectations for employee conduct; and (2) avoiding conduct that could lead to disciplinary action. If you violate a general rule of conduct, you are subject to the agency's disciplinary process.

What is considered a violation?

A violation of a general rule of conduct includes, but is not limited to:

- committing or attempting to commit a violation; or
- planning to or conspiring with others to commit or attempt to commit a violation; or
- failing to take action when required.

What are the types of corrective actions or disciplinary actions used by the agency?

It may be appropriate for a supervisor to take corrective action through a written counseling memo to address an employee's unacceptable performance or behavior before pursuing disciplinary action. Counseling is not considered a disciplinary action. However, if a written counseling memo does not result in the necessary change in conduct or is considered insufficient to address the conduct, the supervisor must proceed with disciplinary action.

Disciplinary actions include a reprimand, disciplinary probation, involuntary demotion, and termination. In addition to internal disciplinary actions, TJJD may be required to report certain types of misconduct on the part of an employee holding a professional license to the agency or entity that issues the license or governs the conduct of persons holding the license.

Although the TJJD disciplinary process is generally progressive in nature to encourage positive behavioral change and improve employee performance, you are not entitled to counseling or a less severe disciplinary action prior to having a more severe disciplinary action, including termination, imposed. A single infraction may warrant termination based on the nature of the offense or any aggravating circumstance. If there are mitigating circumstances, a lesser disciplinary action may be imposed. Aggravating or mitigating circumstances include things like evidence of willfulness or lack of willfulness, environmental factors that may have contributed to your action, and efforts or lack of efforts to help you overcome the problem.

Is the disciplinary process different for newly hired employees with fewer than six months of service?

No. The process is the same, including the eligibility to elect to grieve a disciplinary termination or participate in independent dismissal mediation. However, your first six months of employment with TJJD is considered an "introductory period." It is expected that during this period you will gain a better understanding of the expectations of the agency, the duties of your job, and whether employment with the agency is a good fit for you. Similarly, during this introductory period, your supervisor will become familiar with your work habits and skills and gain a better understanding of whether you are suited to the position. You should expect and welcome careful scrutiny of performance and conduct during this introductory period but should also expect an intolerance of certain performance or conduct problems (e.g., excessive tardiness, unauthorized absence). Therefore, if you commit a rule violation during the

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first six months of TJJD employment, you may be subject to a more severe disciplinary action than would be generally imposed upon an employee with a greater length of service.

Am I entitled to a greater degree of job protection if I commit a rule violation after I have been employed with the agency for six months?

Length of service is one of the factors considered when deciding the appropriate disciplinary action for an employee. However, remaining employed for longer than six months does not entitle you to any greater degree of job protection or lesser degree of scrutiny of performance and conduct. Employment with the agency remains "at will" at all times, both during and after the initial six months of employment, meaning that either the agency or you can terminate the employment relationship at any time, for any reason or no reason (other than an illegal reason by the employer) without liability.

Will I be held to higher standards if I am a supervisor?

Yes. If you are a supervisor, the agency's expectation is that you should conduct yourself as a role model for employees; therefore, you may be subject to a more severe penalty for a violation than the penalty imposed upon a non-supervisory employee for the same violation.

Do the employee rules of conduct include every performance expectation?

No. Every conceivable situation cannot be described in a specific rule. The absence of a specific rule covering any act tending to discredit the agency does not mean that the act is condoned, is permissible, or would not call for disciplinary action.

In addition to these rules of conduct, TJJD publishes performance expectations in agency policies, job descriptions, other manuals (e.g., GAP, INS, EDU, CMS), and other documents (e.g., [HR-154](#), Prohibited Acts of Agencies and Individuals). You are responsible for knowing and observing all policies and performance expectations that apply to your position.

A violation of a policy or procedure that does not directly correspond with any other general rule of conduct will be considered a violation of Rule 5.02 (Comply with TJJD rules, policies, procedures, and guidelines). This rule states that it is your responsibility to know, have a clear understanding of, and comply with all TJJD rules, policies, procedures, and guidelines that apply to your position. Not being aware of a policy or rule that applies to your position is not a defense to disciplinary action.

Further explanation of the disciplinary actions and the procedures involved in the employee disciplinary action process is included in [PRS.35.01](#) (Disciplinary Action).

Will I be guaranteed continued employment if I comply with the employee general rules of conduct?

TJJD makes no promise or representation that you are guaranteed continued employment if you comply with these rules. The employment-at-will provision is discussed in the Introduction of this handbook and in [PRS.01.00](#). In addition, you may be subject to administrative separation per the PRS Chapter 11 policies (e.g., due to ineligibility for continued employment).

B. RANGE OF DISCIPLINARY ACTIONS ("GRID")

Each general rule of conduct is assigned a violation level ranging from 1 to 4. Level 1 violations are the least severe, and level 4 violations are the most severe. The grid identifies which disciplinary actions are generally appropriate for the corresponding violation level. However, the grid is not the only factor considered when determining appropriate disciplinary action. **Therefore, disciplinary action authorities**

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are not required to impose a less severe disciplinary action shown on the grid prior to imposing a more severe disciplinary action. A single infraction may warrant termination. Likewise, imposed disciplinary actions may be less severe than the disciplinary actions shown on the grid.

Violation Level	Written Reprimand Only	Probation Only: 3 Months	Probation Only: 12 Months	Involuntary Demotion	Disciplinary Termination
Level 1	1 st Offense	2 nd Offense	3 rd Offense	3 rd Offense	4 th Offense
Level 2		1 st Offense	2 nd Offense	2 nd Offense	3 rd Offense
Level 3			1 st Offense	1 st Offense	2 nd Offense
Level 4					1 st Offense

C. EMPLOYEE GENERAL RULES OF CONDUCT

The general rules of conduct are grouped into five subject areas, and each rule within a group is assigned a number. Each rule includes a title, a description of the rule, and the assigned violation level. The five subject areas are:

- Group 1: Equal Employment Opportunity and Protection of the Work Environment
- Group 2: Attendance and Punctuality
- Group 3: Youth Supervision
- Group 4: Conflicts of Interest, Ethics, Fraud, and Illegal Behavior (not related to youth mistreatment)
- Group 5: Overall Job Expectations

Each of the Group 3 rules indicates whether a confirmed violation of the rule is considered abuse, neglect, or exploitation (ANE) of a youth. Depending on the specific behavior involved, confirmed violations of rule 5.02 could also be considered ANE. For each rule violation involving potential ANE (whether in group 3 or rule 5.02), the Administrative Investigations Division (AID) will conduct an official investigation. However, per [PRS.35.01](#), the AID investigator may determine that an incident does not involve ANE and that a local investigation is appropriate.

As you review the employee general rules of conduct, keep in mind that it is your responsibility to seek any clarifications you need from your supervisor, management, or human resources staff. Again, one of the purposes for providing you with these rules is to help you avoid participating in conduct that will lead to disciplinary action.

Group 1. Equal Employment Opportunity & Protection of the Work Environment

1.01. Do not violate the agency's EEO policies.

You are prohibited from violating the provisions in Section I of this handbook and in [PRS.01.01](#) (Equal Employment Opportunity). Repeated, serious, or blatant violations of Equal Employment Opportunity policies are not tolerated and almost always result in termination of employment.

1.01a: Minor infraction – **Violation Level 2**

1.01b: Major infraction (e.g., highly inappropriate conduct, repeated, serious, or blatant violation) – **Violation Level 4**



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- 1.02. **Do not engage in sexually inappropriate conduct.**
You are prohibited from violating the provisions in Section I of this handbook and [PRS.01.02](#) (Inappropriate Sexual Conduct). Highly inappropriate sexual conduct and repeated, serious, or blatant violations of the Inappropriate Sexual Conduct policy will not be tolerated and will almost always result in termination of employment.
- 1.02a:** Minor infraction – **Violation Level 2**
- 1.02b:** Major infraction (e.g., highly inappropriate conduct, repeated, serious, or blatant violation) – **Violation Level 4**
- 1.03. **Do not use any slurs or hostile epithets or access, send, view, print, possess or knowingly receive materials containing or insinuating any slurs or hostile epithets.**
Slurs and hostile epithets are verbal or written comments that humiliate or show hostility or animosity toward any individual because of an individual's race, color, religion, sex (gender), national origin, age (40 or above), disability, or genetic information. An isolated remark or a comment not directed to anyone in particular may be considered profane/abusive language, a slur, or a hostile epithet. You are prohibited from responding in like terms to what you consider imprudent or insulting language or to any slur or hostile epithet.
- 1.03a:** Minor infraction – **Violation Level 2**
- 1.03b:** Major infraction (e.g., highly inappropriate conduct, repeated, serious or blatant violation) – **Violation Level 4**
- 1.04. **Do not retaliate against an employee for reporting an alleged EEO violation.**
You are prohibited from retaliating against or harassing an employee or other individual because the person has: (1) opposed discrimination, sexual harassment, or other illegal conduct; (2) filed a complaint alleging such discrimination or harassment; or (3) cooperated in a TJJD or external investigation, hearing, or court proceeding regarding such an allegation. **Violation Level 4**
- 1.05. **Do not retaliate against an employee for participation in the grievance process.**
You are prohibited from retaliating against or harassing an employee or other individual because the person has filed a complaint or grievance or has participated in the grievance process as a witness or otherwise. **Violation Level 4**

Group 2. Attendance and Punctuality

In addition to the following rules, see Section II of this handbook for information regarding attendance and punctuality.

- 2.01. **Report to your duty/shift location on time or follow proper call-in procedures.**
You are required to report to your duty/shift location at the time specified unless excused by the appropriate supervisor. Merely being on the agency's premises (e.g., parking lot, gatehouse) is not the same as reporting to your duty/shift location (i.e., your office, cubicle, dormitory, or designated work area). If you are unable to report to your duty/shift location on time, you are required to notify the appropriate contact person as instructed by your supervisor or chain of command and advise of your estimated time of arrival for duty. See Section II of this handbook for more information regarding punctuality. **Violation Level 1**

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2.02. Do not miss work without authorization.

Unauthorized absence includes, but is not limited to the following:

- a no-call, no-show incident, which is failure to provide: (1) any notice of absence prior to the end of the first scheduled work hour; and (2) documentation supporting that an emergency situation (emergency hospitalization, serious automobile accident, or unexpected death in the immediate family) made you physically unable or too traumatized to contact an appropriate supervisor;
- an insufficient notice, which is when you provide some notice of being absent before the end of the first scheduled work hour but the notice does not comply with call-in procedures (e.g., a direct-care employee calling in 15 minutes prior to start of shift due to illness when the employee had more than a 15-minute notice that he/she was ill);
- not providing medical certification when it is required for a medical-need based absence or providing medical certification that does not support the need for leave;
- failure to return to work from a medical-need based leave upon being released for return to work;
- failure to return to work upon expiration of approved leave when medical separation is not appropriate (see [PRS.11.17](#) for medical separation provisions);
- leaving work without authorization; or
- being absent when no leave entitlements are available for use and prior approval to use personal unpaid leave has not been granted.

2.02a: One workday – **Violation Level 1**

2.02b: Two consecutive or non-consecutive workdays – **Violation Level 2**

2.02c: Three non-consecutive workdays – **Violation Level 3**

2.02d: Three consecutive workdays – **Violation Level 4**

Three consecutive workdays of unauthorized absence is considered job abandonment. This applies even if you return to work following the period of job abandonment. Consecutive workdays include two or more workdays interrupted only by regularly scheduled days off.

Example: Unauthorized absences on Thursday, Friday, and Monday would be three consecutive workdays of unauthorized absence for an employee whose regular off days are Saturday and Sunday.

2.03. Do not abuse any form of leave.

TJJD does not tolerate abuse of leave, which is generally defined as using leave when you know or have reason to know that the eligibility criteria for leave are not met. Examples of leave abuse include, but are not limited to:

- Missing work due to an alleged illness or injury when there is no valid medical reason for missing work (e.g., employee calls in ill due to a contagious illness such as a stomach virus but then attends a community event such as a football game or is present at a nightclub during the employee's regularly scheduled work hours);
- Submitting falsified or altered documentation in support of leave taken or requested;
- While on any form of medical-need based leave, engaging in conduct that is inconsistent with the medical restriction(s) upon which the time off is based (e.g., an employee who has been restricted from lifting in excess of 10 lbs. is performing work for another employer that requires lifting more than 10 lbs. or is lifting weights of more than 10 lbs. in a gym); or



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- Any pattern of absences supporting a reasonable inference that you have used leave based on claims of injury or illness when there was no valid medical reason for missing work (e.g., calling in sick without adequate explanation or documentation on a day for which you had been previously denied permission to miss work for personal reasons or a pattern of frequently calling in sick on weekends or days immediately before or after your regular days off).

2.03a: Submitting false or altered documentation in support of leave – **Violation Level 4**

2.03b: All other forms of leave abuse – **Violation Level 2**

2.04. **Use leave benefits responsibly.**

A pattern of repeatedly using and exhausting paid leave benefits as they are earned without adequate justification is not considered responsible use of leave. **Violation Level 1**

2.05. **Do not leave the work site without permission.**

You are prohibited from leaving the assigned work area without proper authorization. If you are a Juvenile Correctional Officer (JCO), you must:

- not leave the assigned post until properly relieved; and
- return to the assigned post as instructed if you are relieved only for a specified amount of time (e.g., a break).

Violation Level 1

2.06. **Be available when you are in an on-call status.**

If you are placed in an on-call status, you are required to be easily accessible by landline or cell phone during off-hours so you may be contacted to perform duties on an as-needed basis. With the exception of a Special Tactics and Response (STAR) Team member required to meet the special on-call requirements set forth in [PRS.19.23](#), an FLSA non-exempt employee in an on-call status is required to arrive at the worksite within two hours of being called in to work. An FLSA exempt employee is required to arrive at the worksite within a timeframe established by his/her supervisor, which may be less than two hours of being called in to work. **Violation Level 1**

Note: [PRS.27.21](#) (On-Call Duty) contains additional information about on-call duty status, including when on-call time is considered as time worked.

2.07. **Attend Mandatory Meetings or Training Sessions.**

You must attend mandatory meetings and training sessions as instructed by your chain of supervision. **Violation Level 1**

Group 3. Youth Supervision.

Notes:

The assignment of violation level 1, 2, or 3 to violations involving injury to youth in no way indicates the agency's acceptance of a youth being injured by staff. A violation level lower than level 4 indicates the agency's acknowledgement that good intent sometimes has undesired outcomes. Evidence that an employee acted with malice or intent to harm is considered an aggravating circumstance justifying a disciplinary action more severe than the corresponding range indicated on the grid.

In addition to the Group 3 employee general rules of conduct, you should review and become familiar with the provisions in [PRS.02.09](#) (Staff/Youth Relationship).



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3.01. Do not sexually abuse or engage in sexual contact with a youth involved in the juvenile justice system.

Sexual abuse is described in [GAP.380.9337](#). Sexual contact is described in the [HR-270](#) form.

Violation Level 4 (ANE – Abuse)

3.02. Provide the necessary quality of supervision to avoid or prevent harm to a youth in TJJD custody.

Providing the necessary quality of supervision includes:

- ensuring you do not act or fail to act in any way that results in a breach of security or jeopardizes security of the dorm or campus;
- conducting proper headcounts;
- properly supervising youth to prevent youth-on-youth assaults;
- properly reporting any suicide attempts or suicidal behavior; and
- properly supervising a youth on suicide alert.

3.02a: Minor (a negligent act or omission that does not result in or present a significant risk of physical injury or substantial emotional harm to a youth) – **Violation Level 2 (not ANE)**

3.02b: Major (a negligent act or omission that results in or presents a significant risk of causing substantial emotional harm or physical injury to a youth, including but not limited to negligence contributing to escape, serious injury, or other serious harm) – **Violation Level 4 (ANE – Neglect)**

Note: Sexual contact between youth or between staff and youth, regardless of the ‘consensual’ nature, may constitute harm to youth. See GAP 380.9337 for additional information about TJJD’s zero-tolerance policy for sexual contact and activity in facilities.

3.03. Maintain an appropriate adult/youth relationship at all times.

An **inappropriate** adult/youth relationship includes but is not limited to the following:

- engaging in intimate verbal communication with a youth;
- engaging in intimate or personal written communication with a youth through letters, emails, text messages, or Internet social media;
- providing or exchanging pictures (e.g., photos, cartoons) with a youth;
- providing a youth with any contraband (e.g., illegal drugs or unauthorized prescription drugs or medications, cell phone, cigarettes or other form of tobacco, money, candy, soda, or any other item that is not permitted by agency policy, procedure, or practice);
- exploitation of youth (e.g., using youth labor to further private interests, selling contraband to a youth, or soliciting loans or favors from a youth); and
- inducing (e.g., causing, persuading) or attempting to induce a youth to commit an unlawful act or to falsify records or other information.

3.03a: Providing a youth with contraband other than drugs, alcohol, tobacco products, cell phone, or weapon – **Violation Level 2 (not ANE)**

3.03b: Providing a youth with drugs, alcohol, tobacco products, or weapon – **Violation Level 4 (ANE – Abuse)**

3.03c: Engaging in intimate verbal or written communication with a youth – **Violation Level 4 (ANE – Abuse)**

3.03d: Providing or exchanging pictures or other materials of a sexual nature with a youth (e.g., photos, cartoons) – **Violation Level 4 (ANE – Abuse)**



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- 3.03e:** Exploitation of a youth – **Violation Level 4 (ANE – Exploitation)**
- 3.03f:** Inducing or attempting to induce a youth to commit an unlawful act or to falsify records or other information – **Violation Level 4 (ANE – Exploitation)**
- 3.03g:** Engaging in unauthorized personal written communication with a youth – **Violation Level 2 (not ANE)**
- 3.03h:** Providing a cell phone to a youth – **Violation Level 4 (not ANE)**
- 3.04. Do not participate in “horseplay” or unauthorized physical activities with youth.**
You are prohibited from participating in rough or boisterous conduct for the purpose of amusement (e.g., running, wrestling, or practical jokes). You are also prohibited from participating in unauthorized physical activities with youth such as recreation, physical education, or physical training unless specifically authorized to do so (e.g., by your job description or explicit permission by the chief local administrator or designee).
- 3.04a:** Minor (no injury, and no conduct which presents a significant risk of physical injury or substantial emotional harm to a youth) – **Violation Level 1 (not ANE)**
- 3.04b:** Major (causing or presenting a substantial and foreseeable risk of physical injury or substantial emotional harm to a youth) – **Violation Level 3 (ANE – Abuse)**
- 3.05. Do not yell, scream, or curse at or use any improper language in front of a youth or taunt, provoke, or attempt to intimidate a youth.**
You are prohibited from using profanity or intimidation to manage youth behavior. You must use concern, empathy, respect, and fairness when dealing with youth and youth issues, including all verbal and non-verbal interactions.
- 3.05a:** Comments did not include a slur or hostile epithet and were not directed to anyone in particular - **Violation Level 1 (not ANE)**
- 3.05b:** Comments were directed to one or more particular youths, but did not include slurs or hostile epithets – **Violation Level 2 (not ANE)**
- 3.05c:** Slur or hostile epithet not directed to one or more particular youths – **Violation Level 3 (not ANE)**
- 3.05d:** Slur, hostile epithet, or other inappropriate comment intended to provoke anger or fear, directed at one or more particular youths – **Violation Level 3 (ANE – Abuse)**
- 3.05e:** Other conduct intended to taunt, provoke, or intimidate youth – **Violation Level 3 (ANE – Abuse)**
- 3.06. Use physical interventions (reasonable force) only when standards for use of force are met.**
- Use reasonable force only in the circumstances authorized by [GAP.380.9723](#) (Use of Force).
 - Alternatives to force must be used whenever practical to assist a youth in maintaining or regaining self-control.
 - The use of force as punishment or for convenience of staff is strictly prohibited.
- 3.06a:** Unnecessary use of force that does not cause or present a significant and foreseeable risk of physical injury or emotional harm to a youth – **Violation Level 1 (not ANE)**
- 3.06b:** Unnecessary use of force causing or presenting a significant and foreseeable risk of physical injury or emotional harm to a youth – **Violation Level 3 (ANE – Abuse)**



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3.07. Use only agency-approved techniques when using physical interventions, except in limited circumstances provided by agency policy.

- Do not use restraint techniques prohibited by [GAP.380.9723](#).
- Use only the restraint equipment approved by the executive director or designee.
- Use all restraint equipment in a manner consistent with its design and intended purpose.

3.07a: Use of an unauthorized technique of force or unauthorized equipment that does not cause and does not present a significant and foreseeable risk of physical injury or emotional harm – **Violation Level 2 (not ANE)**

3.07b: Use of an unauthorized technique of force or unauthorized equipment that causes or presents a significant and foreseeable risk of physical injury or emotional harm (includes any unjustified use of a prohibited technique) – **Violation Level 3 (ANE – Abuse)**

3.08. Do not use force that is greater than necessary (excessive force) to achieve and maintain safety and order.

- The degree of force used is to be based on the totality of the circumstances, including the amount of resistance presented by the youth. When physical restraint becomes necessary, use only the least amount and type of reasonable force necessary to achieve and maintain safety and order.
- Release youth from manual or mechanical restraint as soon as the purpose for the restraint has been achieved.

3.08a: Excessive force that does not cause or present a significant and foreseeable risk of physical injury or emotional harm to a youth – **Violation Level 2 (not ANE)**

3.08b: Excessive force that causes or presents a significant and foreseeable risk of physical injury or emotional harm to a youth – **Violation Level 3 (ANE – Abuse)**

3.09. Intervene when you observe mistreatment of youth or youth misconduct.

It is your responsibility to intervene when you:

- know that a youth is being mistreated by another youth or a TJJD or county employee, volunteer, or contractor (e.g., abuse, unjustified/excessive use of force, neglect, exploitation, or violation of a youth's basic rights);
- observe a youth assaulting another person, including an employee, volunteer, contractor, or visitor; or
- observe a youth engaging in any other misconduct.

Note: Intervention may consist of: (1) non-verbal gestures made with eyes, hands, head, or body utilizing proximity, standing, eye contact and/or facial expressions; (2) verbal prompting, directive statements, redirecting youth attention and/or behavior; (3) physical interventions; or (4) requesting staff who may not have been initially involved in the situation to intervene with the youth. Only staff who are trained in agency-approved techniques are authorized to use physical interventions (force).

3.09a: Failure to intervene that does not result in or present a significant and foreseeable risk of physical injury or substantial emotional harm – **Violation Level 1 (not ANE)**

3.09b: Failure to intervene that results in or presents a significant and foreseeable risk of physical injury or substantial emotional harm – **Violation Level 3 (ANE – Neglect)**



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3.10. Promptly and properly report mistreatment of youth, youth misconduct, or use of force as required by [GAP.07.23](#).

You are required to report any and all information concerning the following as soon as possible:

- possible harm or mistreatment of youth, whether performed by another youth or a TJJD or county employee, volunteer, or contractor (e.g., abuse, unjustified/excessive use of force, neglect, exploitation, violation of a youth's basic rights);
- any physical restraint of a TJJD youth;
- any TJJD youth's assault of another person, including an employee, volunteer, contractor, or visitor; or
- any other TJJD youth misconduct as defined under [GAP.380.9503](#).

Note: It is your responsibility to ensure you report such incidents within any time limits established by agency policy.

3.10a: Failure to report that does not result in or present a significant and foreseeable risk of physical injury or substantial emotional harm to a youth – **Violation Level 1 (not ANE)**

3.10b: Failure to report that results in or presents a significant and foreseeable risk of physical injury or substantial emotional harm to a youth – **Violation Level 3 (ANE – Neglect)**

3.11. Do not aid a youth in an escape or escape attempt and immediately report any information about evidence of an escape or escape attempt.

You are prohibited from aiding or abetting an escape or an escape attempt, and it is your duty to immediately report any information you have about evidence of plans to escape, an escape attempt, an actual escape, or assistance the youth receives after an escape (i.e., if you know of someone who is sheltering the youth or providing the youth with clothes or money, you must report it).

3.11a: Aiding a youth in an escape or escape attempt – **Violation Level 4 (ANE – Abuse)**

3.11b: Failure to immediately report any information about evidence of plans to escape, an escape attempt, an actual escape, or assistance the youth receives after an escape – **Violation Level 4 (ANE – Neglect)**

Group 4. Conflicts of Interest, Ethics, and Fraud

4.01. Use state time, property, facilities, and equipment for official business only.

Your use of state time, property, facilities, and equipment must be for official business only, except as provided by agency policy. You are prohibited from:

- taking or using any TJJD resources to further your private interest;
- taking or using any item of state property for the purpose of converting it to your personal use;
- using a state-issued credit card for any type of expense other than a state business-related expense (personal use may violate Section 39.02 of the Texas Penal Code);
- using state-issued corporate travel charge cards, cell phones, telephone calling cards, pagers, and vehicles while away from designated headquarters for any purpose other than official state business; and/or
- using an agency access/identification badge for any unauthorized activity.

4.01a: Excessive personal use – **Violation Level 1**

4.01b: Commercial use – **Violation Level 4**



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4.02. Do not commit bribery or accept gifts or an honorarium.

You may not:

- grant special favors to or ask for or accept gratuities (whether in property or service) from a youth or youth's family member;
- solicit, accept, or agree to accept an honorarium in consideration for services that you would not have been requested to provide but for your official TJJD position or duties;
- accept or solicit any gift, favor, or service that might reasonably tend to influence your discharge of official duties or that you know or should know is being offered with the intent to influence your official conduct;
- intentionally or knowingly offer to pay or agree to accept any remuneration directly or indirectly, overtly or covertly, in cash or in kind, to or from any person, firm, association of persons, partnership, or corporation for securing any action or decision, or soliciting favoritism or patronage, in violation of state or federal law.

Violation Level 4

4.03. Provide notice of multiple employment(s) with the state.

You are required to provide the human resources director with written notice (e.g., email) before you accept additional employment with another state agency or state institution of higher education. Notice to the agency of such employment is required by state law. **Violation Level 2**

4.04. Do not accept other employment that could reasonably be expected to conflict with your TJJD duties.

You are prohibited from accepting outside employment that:

- involves employment as an employee, partner, consultant, or agent with a vendor or potential vendor to the agency, including a contract facility;
- indicates a reasonable expectation that it would require or induce you to disclose confidential information acquired by reason of your TJJD position;
- indicates a reasonable expectation that it would impair your independence of judgment in the performance of your TJJD duties; or
- undermines the TJJD image, mission, or goals.

Violation Level 2

4.05. Do not engage in political activity or political influence at work or while on duty.

You are prohibited from: (1) using your official authority or influence for political purposes; (2) campaigning during working hours or in a TJJD office or facility; (3) using state funds or property to influence the outcome of any election or passage or defeat of any legislative measure; or (4) using the internal hard-copy or electronic mail system for the distribution of political advertising.

Violation Level 2

4.06. Report suspected incidents of fraud, waste, or abuse of state resources and other job-related illegal activities.

You are required to report suspected incidents of fraud, waste, or abuse of state resources and other job-related illegal activities to your chief local administrator or administrative duty officer, the Office of the Inspector General's hotline (1-866-477-8354 or tjld.irc@tjld.texas.gov), the Texas State Auditor's Office hotline (1-800-892-8348 or sao.fraud.state.tx.us), or anyone in authority to whom you feel comfortable reporting without fear of retaliation. **Violation Level 2**



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- 4.07. **Do not induce or attempt to induce a TJJD officer or employee to commit an unlawful act or falsify information.**
You are prohibited from inducing (e.g., causing, persuading, intimidating) or attempting to induce a TJJD officer or employee to commit an unlawful act or to falsify information. **Violation Level 4**
- 4.08. **Do not destroy evidence.**
You are prohibited from removing, altering, or destroying confiscated property, contraband, or other evidence relevant to an investigation, grievance, claim, or disciplinary matter unless specifically authorized in writing to remove or destroy the evidence. **Violation Level 4**

Group 5. Overall Job Expectations

- 5.01. **Perform your job duties in a competent manner and use good judgment.**
You are required to perform your duties in a responsible and timely manner that meets or exceeds the minimum standards established for your position and reflects the use of good judgment. This includes informing co-workers and supervisors of progress and problems on assigned projects and effectively relaying verbal or written information to co-workers and supervisors. You are required to be receptive to feedback and demonstrate a willingness to make necessary changes. Job quality and productivity standards are established by position descriptions and written or verbal instructions. **Violation Level 1**
- 5.02. **Comply with TJJD rules, policies, procedures, and guidelines.**
It is your responsibility to know, have a clear understanding of, and comply with all TJJD rules, policies, procedures, and guidelines that apply to your position. Not being aware of the existence of any of the aforementioned is not a defense.
Violation Level 1 – 4 (depending on severity, taking guidance from the levels for similar violations)
(ANE determination to be made on a case-by-case basis, using [GAP.380.9333](#) definitions)
- 5.03. **Promptly comply with any lawful instructions issued by your supervisor or other authority.**
You are required to comply fully with any lawful instructions issued by your supervisor or other authority. This includes instructions posted on employee bulletin boards or a verbal or written lawful order issued directly to you by or through your chain of supervision (not by or through a co-worker) or through another director or manager or office of authority or oversight (e.g., Office of Inspector General, TJJD Ombudsman's Office, Administrative Investigations Division).
Violation Level 2
- 5.04. **Provide truthful and accurate records and statements.**
You are required to provide truthful and accurate records and statements throughout your TJJD employment and to be truthful in all your work-related communications. You must not make false or misleading verbal or written statements in work-related communications. When you sign a document or submit a document on your behalf to an agency representative (e.g., State of Texas Application for Employment, grievance, time report), you are attesting to the truthfulness, accuracy, and completeness of the information or events presented in the document.
5.04a: Involving records or statement other than State Application for Employment – **Violation Level 2**
5.04b: Providing false or omitting relevant information in application for employment (e.g., relating to education or licensure, experience, or information affecting minimum standards for employment) – **Violation Level 4**



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Note: Submission of falsified or altered documentation in support of leave taken or requested is a violation of General Rule of Conduct 2.03. Making or submitting false or intentionally misleading statements in response to an investigation is a violation of General Rule of Conduct 5.14.

5.05. **Be courteous to fellow workers, supervisors, subordinates, and the general public.**

You are expected to maintain a professional, cooperative, helpful attitude toward fellow workers, supervisors, subordinates, and the general public. This includes listening to the views of others, discussing issues and concerns honestly and courteously, and providing feedback to staff and supervisors when requested. Disrespectful, rude, and unmannerly conduct that disrupts the workplace or adversely affects an employee's ability to perform his/her job (e.g., yelling, screaming, or provoking a fellow employee verbally or through emails, text messages, or Internet social media) is not tolerated.

Violation Level 1 – 4 (depending on severity, taking guidance from the levels for similar violations)

5.06. **Do not conduct excessive personal business or participate in excessive visiting during work hours.**

While on duty, you must: (a) not spend an excessive amount of time away from the workstation due to personal business or visiting with co-workers; (b) keep personal telephone calls and use of personal cell phones for any reason to a minimum; (c) limit personal use of the Internet to non-work time; and (d) refrain from distracting others with excessive visiting. **Violation Level 1**

5.07. **Do not date or become romantically involved with a subordinate or supervisor in your chain of command.**

Dating and romantic relationships between persons in the same chain of command are prohibited to avoid the potential for favoritism. If you are or become employed in a position resulting in a prohibited relationship, you have a duty to report the relationship to your HRA so that protective measures (e.g., transfer of one of the employees out of the chain of command) can be taken. (See [PRS.02.12](#) for additional information.)

Note: A team lead or shift lead (e.g., JCO V) is not a supervisor. Two employees are in the same chain of command if one supervises the other, either directly or through intermediate supervisors. Persons are not employed in the same chain of command merely by having a supervisor in common, so long as one is not supervising the other.

5.07a: Employee is a supervisor – **Violation Level 3**

5.07b: Employee is a subordinate – **Violation Level 2**

5.08. **Remain alert and awake while on duty.**

You are required to remain alert and awake and to devote full attention to your assigned duty or area of responsibility during working hours.

5.08a: No injury or other harm – **Violation Level 2**

5.08b: Contributing to escape, death, serious injury or other serious harm – **Violation Level 4**



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5.09. Do not commit or threaten to commit any act that endangers the safety of another individual.

TJJD has zero tolerance for workplace violence. You are prohibited from committing or threatening to commit any act that endangers the safety of another individual, including hazing or horseplay. A threat of violence is considered an act of violence.

5.09a: Threat or act was less than life endangerment – **Violation Level 2**

5.09b: Threat or act was life endangerment – **Violation Level 4**

5.10. Report any safety hazard to your supervisor.

You are responsible for immediately reporting any unsafe condition that has the potential to cause injury to an employee or youth to your immediate supervisor or a facility compliance officer. Common examples include but are not limited to spills or tripping hazards on floors, frayed electrical cords, improperly stored chemicals and tools, blocked emergency exits, and poor lighting.

5.10a: Failure did not result in injury – **Violation Level 1**

5.10b: Failure resulted in injury – **Violation Level 2**

5.11. Perform all duties in a manner to prevent accidents/injuries and immediately report an injury that occurs while on the job.

You must immediately report any injury that occurs while on the job to your immediate supervisor and the appropriate HR office. **Violation Level 1**

5.12. Do not possess contraband while on agency premises.

Contraband is a specific, tangible item that you are not permitted by agency policy, procedure, or practice to possess while on agency premises. Having an alcoholic beverage, controlled substance, paraphernalia, or unauthorized deadly weapon within an automobile on agency premises or an automobile on the premises of a facility operated under a contract with the agency is a violation of this rule.

5.12a: Possession of item other than a deadly weapon without authorization, alcohol, or a controlled substance – **Violation Level 2**

5.12b: Possession of a deadly weapon without authorization, alcohol, or a controlled substance, – **Violation Level 4**

Note 1: A violation of this rule that is evidence of an inappropriate employee-youth relationship is a violation of a Group 3 rule.

Note 2: Residences on state property are exempt, with the exception of any of these items that would be illegal to possess by law. The prohibition against having an alcoholic beverage in an automobile applies only to automobiles parked in the parking lots of TJJD- operated or contract residential facilities.

Note 3: The prohibition against an unauthorized deadly weapon applies when driving any state-owned or state-leased vehicle regardless of whether you are licensed to carry a concealed handgun under Subchapter H, Chapter 411, Government Code. The prohibition does not apply to lawfully possessed firearms or ammunition when driving a personal vehicle while performing official business. In addition, an unauthorized deadly weapon does not include a lawfully possessed firearm or ammunition transported or stored in a privately owned motor vehicle in a parking lot, parking garage, or other parking area the agency provides for employees as long as the vehicle is capable of being locked in a manner that prohibits unauthorized entry into the passenger

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compartment, the vehicle is locked, and the firearm is stored unloaded in the locked trunk of the vehicle or in a locked compartment in the vehicle.

5.13. Cooperate with TJJD staff during a search.

Searches are necessary to maintain safe, rehabilitative environments in TJJD facilities and to investigate employee misconduct. Upon entering a TJJD secure facility or during routine inspections while on the premises of a TJJD secure facility, you give implied consent to the search of your person and your personal possessions. In addition, your work area, agency property assigned to you, and your personal vehicle parked in a secure parking lot, are subject to search as necessary. You are required to cooperate with agency staff during a search. **Violation Level 4**

Note: Searches will be conducted in accordance with [PRS.02.04](#) (Search of Employees, Personal Property and Vehicles, and Agency Property). Entry searches are governed by [GAP.380.9710](#).

5.14. Cooperate fully in investigations.

You have a duty, as a condition of employment, to cooperate fully in all administrative investigations conducted by the agency and in all criminal investigations arising from agency operations or employment in which you are not accused of a crime. The duty of cooperation requires that you fully answer all work-related questions. You must not make or submit false or intentionally misleading verbal or written statements in response to an investigation.

5.14a: Unintentionally providing inaccurate information - **Violation Level 1**

5.14b: Refusal to cooperate, including willful intent to deceive an investigator - **Violation Level 4**

Note 1: If you are accused of committing a criminal offense, you have a constitutional right to remain silent in a criminal investigation. Invoking the right to remain silent in such circumstances will not be used against you, either criminally or for employment purposes.

5.15. Exercise care when handling or using state property.

You must handle and use state property with care to avoid loss, damage, or destruction. You must immediately report to your supervisor the loss, damage, or destruction of any state property that occurs while in your possession or during use. This includes but is not limited to vehicles, keys, identification and credit cards, cell phones, mobile computing devices, radios, and pagers.

5.15a: Minor – **Violation Level 1**

5.15b: Major – **Violation Level 2**

5.16. Notify the agency immediately of any past or present relationship with a TJJD youth.

You must notify your chief local administrator and your HRA in writing immediately upon becoming aware that an individual with whom you have a current or had a former relationship is related to a TJJD youth in custody or on parole. This includes, but not limited to: (1) being related to a TJJD youth or having a family member who is related to a TJJD youth; or (2) a current or former romantic or spousal relationship with a TJJD youth (e.g., dating, ceremonial or common-law marriage, living together, or having a child); or (3) having a current business association with a TJJD youth or an immediate family member of a TJJD youth.

5.16a: Failure to notify of past relationship, youth with whom employee does not routinely interact – **Violation Level 1**



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5.16b: Failure to notify of current relationship, youth with whom employee does not routinely interact – **Violation Level 3**

5.16c: Failure to notify of current or past relationship, youth with whom employee routinely interacts – **Violation Level 4**

5.17. Do not intentionally release, disclose, or use non-public information.

You are expected to maintain confidentiality of all agency records and information relating to TJJD youth and employees unless you are specifically authorized to release, disclose, or use the information. You must not accept other employment or engage in a business or professional activity that you might reasonably expect would require or induce you to disclose confidential information that you acquired because of your TJJD employment. **Violation Level 2**

5.18. Report any arrest, criminal charge, or a change in status of a criminal charge.

You must report, as set forth in [PRS.02.08](#), any of the following events to your supervisor or HRA *within two workdays after the event*:

- an arrest for any offense;
- an indictment or other official notification that you have been charged with a crime;
- any change in status of a pending criminal charge, including dismissal, conviction, the initiation or termination of proceedings to revoke probation, etc.

5.18a: Failure to report involving an offense for which the employee would not be separated from employment if convicted for the offense – **Violation Level 2**

5.18b: Failure to report involving an offense for which the employee would be separated from employment if convicted for the offense – **Violation Level 4**

5.19. Report any protective order naming you as the respondent and any change in status of the protective order.

You must report, as set forth in [PRS.02.06](#), any of the following events to your supervisor or HRA *within two workdays after the event*:

- receipt of a protective order naming you as the respondent; or
- a court order changing the terms, duration or status of a protective order naming you as the respondent (e.g., an order making the protective order permanent, dismissing the protective order, or altering the restrictions of the protective order).

Violation Level 2

5.20. Do not commit any criminal offense.

You will be subject to disciplinary termination upon conviction for a felony offense or a misdemeanor offense involving a victim who is a child under the age of 17 or direct endangerment of such a child. A conviction for any other offense may also subject you to disciplinary action. (In addition, you may be subject to administrative suspension without pay or administrative separation prior to resolution of any criminal charge for which a conviction would result in termination.)

5.20a: Any felony – **Violation Level 4**

5.20b: Class A or B misdemeanor for which the victim is a child under the age of 17 or involving direct endangerment of such a child – **Violation Level 4**

5.20c: Other Class A or B misdemeanor – **Violation Level 2**



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5.21. Do not access, send, view, print, possess or knowingly receive pornographic or materials containing sexually explicit content.

You are prohibited from accessing, sending, viewing, printing, possessing, or knowingly receiving pornographic materials containing sexual explicit content while on state property or through the use of state resources (e.g., computers, copiers). Sexually explicit content includes but is not limited to illustrations or descriptions of sexual references, full or partial nudity, or sexual acts.

Violation Level 4

5.22. Do not steal or damage state property or the property of others.

Theft or willful damage to state property or the property of others is strictly prohibited. This includes acquiring property that you know was stolen by another. **Violation Level 4**

Note: TJJD assumes no responsibility for personal property brought to the work site or parking area except as provided by law or policy.

5.23. Do not gamble while on duty or on state property.

State law prohibits betting or gambling while on official duty or on state property.

Violation Level 2

5.24. Do not report to work or perform work while under the influence of alcohol or drugs.

You are prohibited from consuming, using, or being under the effects of alcohol, drugs, or any mood-altering substance at work or on TJJD premises. Exceptions will be made for prescription drugs or over-the-counter medications that do not significantly interfere with the performance of job duties. You must notify your supervisor prior to commencing work while taking a prescription drug or over-the-counter medication that may impair your mental or physical capabilities.

5.24a: Failing to notify supervisor prior to commencing work while taking a prescription drug or over-the-counter medication that had the potential to impair your mental or physical capabilities – **Violation Level 2**

5.24b: Consuming or using alcohol, drugs, or mood-altering substances at work or on TJJD premises or having a positive alcohol or drug test result – **Violation Level 4**

5.25. Submit to alcohol or drug tests as required.

You are required to submit to alcohol or drug tests as outlined in existing policies, procedures, and federal regulations. **Violation Level 4**

Note: Additional information about the agency's alcohol and drug testing provisions and procedures is included in [PRS.02.17](#) (Drug-Free Workplace).

5.26. Smoke only in outside locations designated as smoking areas.

You are prohibited from smoking inside any TJJD building or facility or in outside areas that are not designated as smoking areas.

5.26a: Smoking in outside area that was not a designated smoking area – **Violation Level 1**

5.26b: Smoking inside a TJJD building or facility – **Violation Level 3**

5.27. Do not participate in unauthorized solicitations or sales.

No commercial solicitations, whether verbal or written, are permitted during working hours or in work areas. All non-work related solicitations or fundraisers must take place before or after work hours or during lunch breaks. You may coordinate or participate in a voluntary work-related fundraiser during working hours or in work areas (such as office collections for flowers, parties, or



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fundraiser for a coworker), as long as the fundraiser does not interfere with your daily work routine and prior approval for the fundraiser was obtained from the CLA or department head.

5.27a: Participating in an unauthorized fundraiser – **Violation Level 1**

5.27b: Participating in a commercial solicitation – **Violation Level 2**

5.28. Ensure your personal contact information is current and valid.

You are required to have current and valid contact information on file and to immediately notify your HRA of any changes to the information. The required information includes the following:

- your telephone number or the telephone number of a person who can reach you on short notice if you do not have a telephone number;
- your mailing address; and
- a telephone number for an emergency contact(s).

Violation Level 1

5.29. Have your employee identification badge in your possession while on agency premises.

You are required to have your employee identification badge in your possession at all times while on agency premises, and you must comply with any request from a proper authority to wear or display your badge. You must report a lost or stolen badge to your supervisor and the local HR office on the first workday that the badge is lost or stolen, and you must have a state-issued ID in your possession while on agency premises until your employee identification badge is replaced. –

Violation Level 1

SECTION IX. LEAVES OF ABSENCE AND OTHER BENEFITS

Is TJJD covered by the Family and Medical Leave Act (FMLA)?

Yes. TJJD grants FMLA leave to eligible employees in accordance with the FMLA and applicable state law. TJJD employees are notified of their rights and responsibilities under the FMLA through the notice developed by the United States Department of Labor (Employee Rights and Responsibilities under the FMLA). This notice is provided to employees during the New Employee Orientation Session and posted in employee common-use areas.

To be eligible for FMLA leave, you must meet both of the following service requirements:

- You must have at least 12 months (or 52 weeks) total state service. If you had a break in state service and the break was longer than seven years, the service accrued prior to the break does not count toward the 12-month service requirement.
- You must have physically worked at least 1,250 hours during the 12-month period immediately prior to the leave period; time on leave does not count toward the minimum 1,250 hours.

In addition to the Employee Rights and Responsibilities under the FMLA notice, [PRS.28.10](#) (FMLA) provides additional information about events that qualify for FMLA leave (e.g., birth of a child, placement of a child with an employee for adoption or foster care, serious health conditions, military exigency leave, and military caregiver leave), maximum amounts of FMLA leave, and your responsibilities when using this leave entitlement.



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What other types of leave does the agency offer its employees?

TJJD has outstanding leave benefits for its employees. The various policies that address leave benefits and entitlements are included in the PRS manual, Chapter 28, Leave Benefits. The categories of other leave that may be available to TJJD employees include the following: (See the corresponding PRS policy for more information):

- holiday leave ([PRS.28.03](#) and the holiday schedule available on the TJJD intranet under Employee Resources);
- vacation (or annual) leave ([PRS.28.05](#));
- sick leave ([PRS.28.07](#));
- sick leave pool ([PRS.28.08](#));
- non-FMLA medical leave ([PRS.28.09](#));
- emergency leave – death in immediate family ([PRS.28.11](#));
- emergency leave – inclement weather or other emergency conditions ([PRS.28.13](#));
- administrative leave for jury duty ([PRS.28.15](#));
- leave for special purposes ([PRS.28.17](#)), which includes firefighter leave, foster parent leave, parental leave, leave for organ or bone marrow donors, leave for donation of blood, personal unpaid leave, and disaster relief leave; and
- military leave ([PRS.28.19](#)).

What other benefits does the agency offer?

TJJD offers several other benefits to eligible employees, including hazardous duty pay, longevity pay, direct deposit, the “Homes for Heroes” home loan program, and an educational assistance program ([PRS.19.25](#)).

- The TJJD Benefits Overview, [HR-175ft](#), summarizes the benefits offered by the agency.
- The Employees Retirement System of Texas (ERS), which is the administrator for the state agency retirement system, insurance benefits, and flexible spending accounts, provides a New Employee Benefits Guide on its website at www.ers.state.tx.us. Employees receive a copy of this guide during New Employee Orientation.

SECTION X. EMPLOYEE GRIEVANCE SYSTEM

To promote fairness, TJJD provides its employees a comprehensive grievance system to address work-related complaints. You may file a grievance regarding:

- discipline or another adverse personnel action (unfavorable action affecting only one employee, such as denial of a promotion, an unfavorable job performance evaluation, or administrative separation);
- unlawful conduct or other serious impropriety (e.g., inappropriate sexual conduct, any form of illegal discrimination; retaliation prohibited by policy or law);
- working conditions; or
- other employment-related matters, subject to the limitations in [PRS.35.03](#) (Employee Grievances).

What steps should I take to file a grievance?

- Obtain an [HR-210](#) form (TJJD Statement of Grievance Form) from your HRA or employee grievance contact, from the TJJD Intranet or website via a link in PRS.35.03 (see instructions in

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the Introduction, paragraph C), or from the employee relations specialist acting as the agency's employee grievance coordinator and located in the Austin HR Office.

- Complete the [HR-210](#) form based on the information and instructions provided in the form.
- Submit the fully-completed HR-210 form to either the local employee grievance contact or the employee grievance coordinator in the Austin HR Office. If for any reason you are reluctant to file a grievance with the local employee grievance contact, you may file the grievance directly with the agency's employee grievance coordinator in the Austin HR Office.

May I use state time and resources to prepare a grievance?

No. You must use your own personal time and resources, including postage and supplies, when preparing a grievance. However, you may use an agency fax machine to submit a grievance or grievance appeal to the employee grievance coordinator in the Austin Office. The fax number is on the grievance form.

Is there a deadline for filing a grievance?

Yes. The deadlines for filing a grievance are discussed in [PRS.35.03](#). A grievance is considered to be filed only when it has been actually received by the local grievance contact or the agency's employee grievance coordinator in the Austin HR Office. The grievance file date is not based on the date the grievance is mailed or otherwise sent to one of these employees. Grievances that are not timely filed will be considered for acceptance on a case-by-case basis; however, there is no guarantee of acceptance for a late grievance.

- When calculating maximum time periods or due dates for an action in the grievance process, the date of an event (e.g., the date of receipt of a disciplinary document, a grievance assignment, or a grievance decision) is not counted. The first day following the event is counted as the first day of the applicable time period.
- The end of a maximum time period or a due date that falls on a weekend or holiday will be extended to the next regular workday.

Who can I contact if I have a question about filing a grievance?

You may always contact your HRA for assistance in filling out the grievance form. In addition, the phone number for the agency's employee grievance coordinator is located on the TJJD Internet. Click on 'Contact Us' and then find 'Grievance Coordinator, Employees'.

Can I appeal the grievance decision (response) if I disagree with it?

The grievance decision should indicate whether you have the right to an appeal. Contact the employee grievance coordinator in the Austin HR Office if it is not clear whether the decision can be appealed.

What about retaliation?

The agency strictly prohibits retaliation against any person for filing a complaint through the employee grievance system or through an outside agency or for participating as a witness in any complaint or complaint investigation. This prohibition includes harassment, intimidation, or coercion of any person because of involvement in a grievance or complaint, whether as a party, representative, or witness.



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SECTION XI. TJJD EMPLOYEE IDENTIFICATION CARDS

Each employee is issued a TJJD Employee Identification Card (ID badge) on the first day of employment. You must comply with General Rule of Conduct 5.29 regarding the ID badge. You might need to have your badge replaced during your employment. The reason for the replacement determines whether a fee is charged for the replacement ID badge.

- Replacement due to lost ID badges: \$2 fee
- Replacement due to your request to have a new picture: \$2 fee
- Replacement due to worn out badge: \$0 fee
- Replacement ID Badge due to change in position or name: \$0 fee

REMINDERS

As you read and refer to this handbook throughout your employment with TJJD, keep the following in mind:

- The information in this handbook is current as of the publication date but is subject to change as statutes, regulations, and agency policies are modified.
- Both the PRS and GAP manuals, as well as this handbook, are available on the TJJD website (www.tjjd.texas.gov) and TJJD Intranet along with other procedures, guidelines, and helpful resources.
- No handbook or policy manual can address every possible situation that may arise.
- It is your responsibility to seek guidance from your HRA, immediate supervisor, or chain of supervision on any policy, rule, or other provision that is not clear to you.

You are encouraged to fill in the blanks on the next page for important contacts that were mentioned in this handbook so you can easily retrieve this information when needed. You may obtain the contact information from your HRA or your immediate supervisor.

Thank you for choosing to become part of the TJJD family and part of an agency that truly recognizes our employees as our greatest asset.



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Position	Name	Phone Number
HRA:		
Immediate Supervisor:		
Second-line Supervisor:		
Chief Local Administrator:		
Facility Compliance Officer:		
Facility Administrative Duty Officer:	(will vary)	Cell:

Work Address	Other Important Phone Numbers (e.g., to report tardiness or absence; report emergencies; call the gatehouse)
TJJD Internet Website:	www.tjtd.texas.gov
TJJD Webmail Address (to access your TJJD email):	http://cloudmail.tjtd.texas.gov/
Weather/Information Line	512-490-7200

Other Important Notes: