

Employee Handbook



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Welcome Message

We are glad to have you as part of the team at the Lake County Health Department and Community Health Center (LCHD/CHC). Whether you are new or have been a part of the team for many years, you play an important role in meeting the organizational goals and providing valuable and diverse services which affect the lives of those who live, work and play in Lake County. We believe it is every employee's responsibility to make the Health Department a great place to work. As such, it is important that we all strive to make the work environment positive and productive.

We hope you find your employment here productive and rewarding. If you have any questions regarding any of the content of this handbook, policies, or really anything – contact Human Resources at (847) 377-8000 and we will help track down an answer.

Once again, welcome to the Lake County Health Department and Community Health Center – we look forward to achieving great things together!

Sincerely,

LCHD/CHC Human Resources Team

Employee Handbook Disclaimer

This handbook is a resource guide and intended to familiarize you with the policies, procedures, benefits, available services, and guidelines governing employment with the LCHD/CHC. This handbook does not constitute an employment agreement, contract, or guarantee of employment benefits.

As this handbook contains only condensed summaries of select LCHD/CHC policies, employees should access the LCHD/CHC employee policy website on [PowerDMS](#) for complete versions of the policies cited. When further clarification is needed, employees should contact their supervisor or the Human Resources office.

No employee handbook can anticipate every circumstance or question regarding policies and procedures. Since the information, policies, procedures, and benefits described here are subject to change, LCHD/CHC reserves the right, with the approval of the Board of Health and Executive Director, to revise, supplement, and/or rescind any policies or portion of this handbook at any time, as it deems appropriate. Employees should understand that such revisions may supersede, modify, or eliminate existing policies or benefits.

The policies and benefits described in this handbook may not apply to individuals who work on a temporary, flex or contractual basis, or employees serving their introductory period. For further information, those individuals should contact Human Resources. Employees who are part of a bargaining unit should also refer to their respective contracts.

LCHD/CHC Policies and Procedures Website

The LCHD/CHC [PowerDMS](#) policy site is a mechanism to provide employees easy access to Health Department policies, procedures, and guidelines. It also electronically tracks employee acknowledgements of having received and read all policies and procedures.

All Employees are expected to:

1. Become familiar with the [PowerDMS](#) online Policies and Procedures site.
2. Read, understand, and comply with all LCHD/CHC policies, state and federal laws, and regulatory guidelines.
3. Sign acknowledgement through the system to confirm receipt.
4. If you are unclear about a policy, procedure or guideline or any part of these documents, be sure to ask clarifying questions of your supervisor or HR, as needed.
5. Be aware that refusing or neglecting to read the assigned policies by the deadline date may result in a disciplinary action.

About LCHD/CHC



The Health Department's administrative headquarters is located at 3010 Grand Avenue in Waukegan.

Here for Lake County. Here for You.

The Lake County Health Department and Community Health Center is a national leader, regularly recognized for quality of services and our ability to quickly adapt to meet the changing needs of our community. As a Federally Qualified Health Center, we provide health services to around 1 out of every 20 residents of Lake County and have received several HRSA National Quality Leader badge for the care we provide.

At the Lake County Health Department and Community Health Center (LCHD/CHC), we provide convenient access to the services needed to lead healthy and productive lives. We have over 50 unique programs addressing unique aspects of the health of our community and community members.

Our mission is to promote the health and well-being of all who live, work, and play in Lake County. To accomplish this mission, we work closely with community partners to address the social, economic, and environmental causes of health inequity. If we can improve health for all in Lake County, our vision will become a reality: *Healthy Choices. Healthier People. Healthiest Communities.*

LCHD/CHC is governed by a Board of Health, as stipulated by Illinois law. Board of Health members are appointed by the Lake County Board and are Lake County residents of various backgrounds. The Lake County Community Health Center Governing Council oversees planning and direction of operations for our Community Health Center. To ensure a community voice in its governance, a majority of Governing Council members are clients of the Community Health Center. A unique intergovernmental agreement joins the Governing Council and the Board of Health. State statute calls for the Lake County Tuberculosis Sanitarium Board (TB Board) to govern the TB clinic.

We are grateful to our partners for helping us achieve our goals. We especially thank our Board of Health, Governing Council and the Lake County Board for their direction and leadership.

Mission, Vision, and Values



MISSION

Promoting the health and well-being of all who live, work, and play in Lake County.

VISION

*Healthy Choices.
Healthier People.
Healthiest Communities.*

VALUES

Value statements go beyond what an organization does to describe the core beliefs that influence the way the organization conducts business. Our Organizational Values are:

Outstanding Customer Service

Outstanding Professional Competence

Outstanding Teamwork

Fiscal Responsibility

Common Policies and Procedures

Equal Employment Opportunity (EEO)

It is the policy of the LCHD/CHC to hire and promote employees solely on individual merit and personal capabilities, without regard to race, color, religion, national origin, genetic information, marital status, age, disability, sexual orientation, sex, gender identity, gender expression, or gender (except where gender is a bona fide occupational qualification), status as a covered veteran, or any other legally protected characteristic.

Orientation

All newly hired employees attend new hire orientation. This session covers personnel policies and procedures, technical support, payroll, and employee benefits. In addition, newly hired employees will participate in program specific orientations during their first few weeks on the job. All new regular full and part-time employees are also required to attend an Agency Orientation session within the first 6 months of employment where they will meet the Executive Director, and Executive Team, and learn more about the Agency as a whole.

Introductory Period

All regular full and part-time employees serve a one-year introductory period. The introductory period is the time for new staff to become familiar with their job duties, and programs, and to complete assigned goals and objectives. During the introductory period, employees could be discharged from employment with or without cause, and do not have the right to file a grievance. All transferred and/or promoted employees are required to serve a probationary period of six months during which time their performance will be evaluated by their immediate supervisor.

Identification Card

All employees are furnished with a picture identification (ID) key card. This card gives you access to enter the building/designated work area and identifies you as a staff member.

All employees must wear their ID card above the waist in a manner visible to the public to assist in distinguishing between employees and visitors. In the event the ID key card, is lost or stolen, the employee should contact Human Resources immediately and will be charged as appropriate for the replacement.

Code of Conduct

The LCHD/CHC Code of Conduct is intended to assist employees and others in making the right decisions and knowing who to contact when questions come up in their area. We encourage you to become familiar with all the policies and procedures of LCHD/CHC and your specific program.

Anti-Harassment

It is the policy of LCHD/CHC that all employees be able to work in a setting free from all forms of unlawful discrimination, including harassment.

Harassment or inappropriate offensive conduct based on an individual's sex/gender, gender identity, gender expression, race, color, national origin, age, religion, sexual orientation, or any other legally protected characteristic is not acceptable in the workplace. This also applies to other work-related settings including, but not limited to, business trips, seminars, business-related social events and activities where there is a connection to the workplace. Additionally, employees should consider their conduct via social media platforms where they may interact with co-workers.

Any Health Department employee who believes they have been subjected to harassment is expected to report the circumstances to their supervisor, Director, or Human Resources, so that a prompt investigation may be conducted, and preventative and corrective action taken. Employees may report allegations directly to their director or to Human Resources without first reporting the allegations to their direct supervisor.

Employees who are aware of or suspect harassment of others should report circumstances to their supervisor. Harassment should be reported even if an alleged victim or the alleged source of the harassment is not an employee of the Health Department.

LCHD/CHC policies and procedures prohibit retaliation against an employee who, in good faith, reports harassment or assists or cooperates in the investigation of a harassment complaint. Any threat of retaliation or attempt to do so should be reported immediately to Human Resources or the employee's Director. LCHD/CHC employees found in violation of this policy will be subject to disciplinary action up to and including termination.

Ethical Issues

LCHD/CHC employees are expected to maintain the highest ethical standards. To meet these expectations, employees shall not have any substantial direct or indirect interest, engage in any business transaction or professional activity, or incur an obligation of any nature that conflicts with the proper discharge of their duties or with the public interest.

Employees shall not use their position to secure special privileges or exemptions, personally or for others. Neither may they directly or indirectly receive any compensation, gift, nor gratuity for any matter or proceeding connected with or related to the duties of their position.

Duty to Report Non-Compliance or Ethical Issues

All employees share responsibility for maintaining the highest standards of integrity within the LCHD/CHC. If you become aware of behavior that may be unethical, illegal, unsafe, or in violation of company policies, you are required to report it promptly.

Employees who are aware of or suspect a violation of the law, regulation, program requirements, or LCHD/CHC policies and procedures, including the anti-harassment policy have a duty to report this information regardless of the identity or position of the offender.

You may report a violation via written or verbal communication to your supervisor, senior leadership, Human Resources, or our Corporate Compliance Officer. If you prefer to remain anonymous, the EthicsPoint service is available to use at www.ethicspoint.com. This service is a

key part of our Corporate Compliance Plan to ensure you are able to raise concerns or report a policy violation.

Non-Retaliation

No employee may retaliate against another employee or contractor who engages in any activity protected by law or policy.

Patient Privacy and Personal Health Information (PHI)

Patient privacy and Health information security are critically important. The HIPAA Privacy Rule establishes standards to protect individual's medical records and personal health information and how it can be used and disclosed. The privacy rule covers both written and verbal PHI.

The HIPAA Security Rule establishes standards to protect individual's electronic protected health information (ePHI) with the right safeguards in place to ensure appropriate protections. The security rule covers all ePHI.

LCHD/CHC employees are required to keep client health information private and confidential. The first step to assuring the protection and security of client information is to use email cautiously. Emails should never include information that another party could use to determine the identity of a client. Use these guidelines when sending email:

- Be cautious; only share the minimum necessary information from client records.
- Use only the medical record number or client-specific program number and initials.
- Where possible avoid using client's name or other specific identifiers in the subject line or the body of the email.
- Where possible avoid attachments which contain the client's name or detailed descriptions of the client's circumstances, including demographic data and detailed clinical information.
- When emailing PHI to a non-lakecountyil.gov email address, encrypt the email. Please refer to the Email Encryption of Confidential Information Policy.

Grievance

LCHD/CHC encourages and promotes the prompt and equitable resolution of employee grievances so that a harmonious and productive work environment is maintained. Introductory employees, contract employees, and temporary employees are not eligible to file a grievance. Employees covered under a collective bargaining agreement should utilize the grievance procedure in the collective bargaining agreement in lieu of this procedure.

Outside Employment

The purpose of this policy is not to discourage outside employment but to formally state conditions under which such outside employment may occur. Certain positions are of a sensitive nature and rely on maintaining public trust. LCHD/CHC must assure that no conflicts occur, that no unauthorized use of position or LCHD/CHC facilities or property takes place, and that all employees are able to fully discharge all duties and responsibilities for which they are being paid. All current outside employment must be disclosed and approved by your supervisor

and director to avoid potential conflicts. Any new outside employment must receive approval before you start the new position.



Environmental Health staff at Libertyville High School for Butler Lake Science Day.

Solicitation and Distribution

To maintain productivity, proper work environment, and prevent disruption, this policy addresses the times and locations employees can engage in solicitation/distribution of non-work-related items/issues (e.g., sales, personal fundraising, political/religious materials, membership) on LCHD/CHC premises, including via its email systems.

Employment Classification

To determine eligibility for benefits and overtime status and to ensure compliance with federal and state laws and regulations, LCHD/CHC classifies its employees as follows:

- Exempt - employees paid on a salaried basis and not eligible to receive overtime.
- Nonexempt - employees paid on an hourly basis and eligible to receive overtime pay for overtime hours worked.
- Full-Time Regular - employees not in a temporary status and work a minimum of 37.5 hours per week.
- Part-Time Regular - employees not in a temporary status and regularly scheduled to work fewer than 37.5 hours per week.
- Temporary Full-time Employees (Limited Duration): Employees whose service is intended to be of limited duration, such as during the summer months, but who work the customary number of full-time hours.
- Temporary Part-time Employees: Employees who work less than the customary number of full-time hours for limited period.
- Flex Employees: Employees who work on an infrequent basis, irregular schedule, or as a substitute or "on-call" basis. Required to work a minimum of 80 hours each year and a minimum of one floating holiday (if needed).

Benefits

Life, Health, Dental and Vision Insurance

Group insurance (life, accidental death and dismemberment, health, dental, and vision), is available to all eligible employees.

For eligible full-time employees, life insurance value is based on an employee's annual salary rounded to the next highest \$1,000 and is supplemental to the death benefit provided under IMRF. It is currently provided at no cost to the employee. Additional optional life insurance is available through payroll deduction.

The cost of health, dental, and vision coverage for an eligible employee and their dependents is shared by the employee and LCHD/CHC. Eligible part-time employees scheduled to work over 624 hours each year may purchase single or dependent health, dental, and vision coverage at group rates.

Insurance coverage begins on the first day of the month following the most recent date of employment. Example: If the employee starts on January 15, coverage begins on February 1.

Flex, temporary and contract employees are not eligible for life, health, dental and vision insurance.

Benefits Annual Open Enrollment

Employees are eligible to enroll or make changes to benefit plans during annual open enrollment or within 30 days of a qualifying event. Employees will also be given benefit options upon eligibility due to a status change of employment.

Illinois Municipal Retirement Fund (IMRF)

Employees whose work schedule is based on more than 600 hours or 1,000 hours annually are required, by law, to participate in the Illinois Municipal Retirement Fund (IMRF). Employee contributions are pre-tax deductions from each paycheck.

Employees who have obtained previous IMRF service credit while working for a different employer should contact IMRF directly to determine how this may impact them.

Deferred Compensation Plan (457b)

Employees may set aside a portion of their salary and defer tax on that income and its interest through our deferred compensation plan. Deferred compensation is a tax-free supplemental retirement savings program that allows public employees to contribute a portion of their salary before federal taxes to a retirement account. You can put aside a portion of your gross income (minimum \$10 per pay period), not to exceed the annual IRS maximum amount.

COBRA

The federal Consolidated Omnibus Budget Reconciliation Act (COBRA) gives eligible employees and their qualified beneficiaries the opportunity to continue health insurance coverage under their employer's health plan when a "qualifying event" would normally result in the loss of eligibility. Some common qualifying events are resignation, termination of employment, or death of an employee; a reduction in an employee's hours; an employee's divorce or legal separation; a covered employee's eligibility qualification for Medicare benefits; and a dependent child no longer meeting requirements. Under COBRA, the employee or beneficiary pays the full cost of coverage at their employer's group rates plus an administrative fee.

Tuition Reimbursement

The LCHD/CHC provides educational assistance to all eligible full-time employees after one year of employment and subject to budget availability. Eligible courses must be related to the employee's current job duties or a future position in the organization and only covers out of pocket tuition expenses. Please discuss your course choices with your supervisor prior to enrollment to maximize the potential for reimbursement. Approval is required by completing the Request for Tuition Reimbursement form, and proof of loan repayments to the school is necessary for reimbursement. Additionally, the employee must achieve a grade of C or higher to qualify for tuition reimbursement.

Pay and Compensation

Prior to starting your employment with LCHD/CHC, you received an offer letter stating your job title, salary grade, and salary. LCHD/CHC periodically evaluates wages and benefits in an effort to keep them competitive with current market data.

Merit increases are considered annually by the Board of Health for inclusion in the following year's budget. If a merit increase is awarded, it will be effective near the beginning of the fiscal year. Our fiscal year runs from December 1 – November 30.

Pay Day

Pay day is every two weeks (every other Friday). If a pay day falls on a holiday, checks are distributed on the prior working day, if possible. Please report any inconsistencies in the information printed on the check or deposit statement to your payroll liaison or supervisor as soon as possible.

There will be deductions shown on your pay slip for state and federal taxes, Social Security (FICA), and if applicable IMRF. In addition, employees may elect to have payroll deductions taken for deferred compensation contributions, medical, dental, and vision insurance, or optional voluntary life insurance, flex spending accounts, and/or accidental and cancer insurance. Please contact Health Payroll at (847) 377-8065 for specific information on direct deposit or shift differential.

Overtime Payment/Compensatory Time

In general, the Health Department discourages working greater than 37.5 or 40 hours per week. However, occasionally it is necessary for employees to work additional hours. Non-exempt employees qualify for overtime payment or compensatory time when they actually work more than their regular hours in a payroll week. Employees must have prior supervisory approval before working overtime. Consult your supervisor or your payroll liaison for more specific information.

Travel Reimbursement

Allowable travel expenses incurred while on LCHD/CHC business are reimbursable with advance supervisory approval in accordance with the policy. These expenses include transportation, hotel/motel accommodations, and incidental expenses. Travel expenses are to be submitted to your supervisor within 30 days of the incurrence, using the proper voucher or mileage form and providing all required backup documentation (i.e., receipts).

Performance Evaluations

The performance evaluation is a primary component for enhancing your ability to contribute to the goals and objectives of the agency. Performance evaluations are conducted annually and, if applicable, an increase based on merit will be effective near the beginning of the fiscal year.

Attendance and Work Hours

Attendance

All employees must maintain a good record of attendance and punctuality and work all hours as scheduled. Employees must notify and obtain prior approval from their supervisor for any anticipated absences or attendance issues. The inappropriate use and abuse of leave time, excessive tardiness, and poor attendance can disrupt operations and cause undue hardship for other employees. Time lost due to an unscheduled absence may count against an employee's attendance record. Unscheduled absences are those unforeseen absences that occur without prior approval.

Hours of Work

Business office hours at the LCHD/CHC vary by location but typically are Monday through Friday, 8:30 a.m. to 5:00 p.m. However, individual employee work hours may vary and are determined by the needs of the specific program. The normal day is 7.5 or 8 hours of work depending on your classification. An employee's work schedule will determine whether the lunch period is one hour or one-half hour.

Work Arrangements

LCHD/CHC will consider a variety of work arrangements to enable employees to achieve an effective balance between their professional and personal lives while meeting the needs of our community as well as achieving agency and programmatic goals. These include, but are not limited to, remote working, condensed work weeks, and flexible scheduling. Eligibility for participation will depend on position, job performance, and an assessment by the supervisor

and director. Supervisors evaluate opportunities within their programs and make every effort to accommodate informal flexible requests when possible.

- **Office Based Workers:** Employees are primarily office-based; however, they may work from home occasionally with supervisory approval.
- **Hybrid Workers:** Employees who have a regular schedule and are expected to be in the office a certain number of day(s) every week and then remote on other days.
- **Remote Workers:** Employees who do not have an assigned office/desk at an LCHD/CHC facility.

Time Off

LCHD/CHC offers paid leave to employees in compliance with the requirements of the Illinois Paid Leave for All Workers Act. The purpose of paid leave is to give eligible employees the flexibility to use paid time off from work for any reason. All anticipated time off requires notification to and approval from your supervisor. Leave time may not be taken in less than quarter-hour increments.



Staff enjoying ice cream at an employee appreciation event

Sick Leave

Eligible full-time employees accrue one sick leave day for each month worked (12 per year) after completing one calendar month of employment with the number of hours dependent upon the employee's scheduled hours of work. Part-time employees who work 20 hours or more accrue sick leave on a prorated basis.

Employees are encouraged to use sick leave with care and accumulate time to use in the event of serious illness situations. New employees may start to use their accrued sick leave benefits once they have worked one full calendar month

Employees should consult their supervisors regarding proper notification procedures for their program. Failure to follow these procedures may result in denial of paid benefit time and/or disciplinary action including termination for job abandonment.

Vacation Leave

Any eligible employee who has completed six months of continuous service may take vacation leave as it is accrued, with supervisory approval.

Regular, part-time employees scheduled to work (20) twenty hours per week or more shall accrue vacation time the first two pay periods of the month in accordance with the chart in the Vacation Leave policy. Vacation in excess of 330 hours is not permitted to be carried over to the next year. Upon reaching 330 hours, employees will stop accruing vacation leave.

Personal Leave

Three (3) days personal leave time is granted for discretionary purposes to every full-time employee at the beginning of each calendar year if the employee is on the Health Department payroll on the first day of the calendar year.

Part-time employees hired to work 1040 hours or more per year are granted a pro-rated personal leave according to the number of hours they were budgeted to work.

Personal leave may be used after the employee has completed one full month of employment and may not be taken in less than quarter-hour increments.

Voting Time

Employees may take time off to vote in elections, using vacation leave, personal leave, or compensatory time; the hours may also be taken without pay.

Jury Duty

Employees are paid full salary when serving jury duty. To receive pay, remit all court payments received, except those allowed for mileage and expenses, to Health Payroll within 15 days of receipt.

Military Leave

Military leave and benefits will be in accordance with the law as it may from time to time be amended.

Disaster Relief

Employees may be granted paid leave from work to participate in an emergency disaster relief event, after a duly authorized governmental official has declared a state of emergency.

Leaves of Absence

Employees who need to be absent from work for an extended period must apply for an authorized "Leave of Absence." A leave of absence may be granted for health or personal reasons. To request a leave of absence, contact AbsenceResources at (877) GO2-FMLA. AbsenceResources is a company specializing in Family Medical Leave (FMLA) requests and is the administrator of FMLA, bereavement and Victim's Economic Security and Safety Act (VESSA) leaves for eligible Lake County employees.

Family and Medical Leave Act (FMLA)

FMLA allows eligible employees a leave from their employment for reasons of personal illness as well as for the care of a qualifying family member. FMLA requires employers to provide up to 12 weeks of unpaid, job protected leave to “eligible” employees. Employees are eligible if they have worked for Lake County for at least one year and for the equivalent of 1,250 hours over the previous 12 months.

Paid Parental Leave

Employees are provided up to six (6) weeks of paid parental leave following the birth of an employee’s child or the initial placement of a child with an employee in connection with adoption, legal guardianship, or foster care within one 12-month period. The adoption of a new spouse’s child is exempt from this policy.

Bereavement and Child Bereavement Leave

LCHD/CHC understands the deep impact death can have on an individual or family. It is the intention of LCHD/CHC to support employees during their time of grief and bereavement. Employees may use available leave time, including sick leave, for absences related to the death of an immediate family member, close acquaintance, or client. Employees who have been employed for at least 12 months and worked at least 1250 hours in the previous 12-month period are eligible for two (2) weeks (10 workdays) of unpaid leave for bereavement for covered family members.

The Illinois Child Extended Bereavement Leave Act (CEBLA) provides unpaid, job-protected bereavement leave for the death of an employee’s child of any age due to suicide or homicide.

Victim’s Economic Security and Safety Act (VESSA)

The Victim’s Economic Security and Safety Act (VESSA) provides leave to employees and their family or household members who are victims of domestic violence or sexual assault. Victims may be provided with up to twelve weeks of unpaid leave per twelve-month period. To request VESSA leave contact AbsenceResources at (877) GO2-FMLA.

Paid Holidays

To be eligible for paid holidays, employees must work on or be on paid leave time during the workday before and the workday after the holiday.

Current paid holidays are:

Holiday	Type
New Year's Day	Fixed
Martin Luther King Jr. Day	Fixed
Lincoln's Birthday	Floating
Good Friday	Floating
Memorial Day	Fixed
Juneteenth Day	Fixed
Independence Day	Fixed
Labor Day	Fixed
Columbus Day / Indigenous Peoples' Day	Floating
Veterans Day	Floating
Thanksgiving Day	Fixed
Day After Thanksgiving	Fixed
Christmas Eve	Fixed
Christmas	Fixed

On designated floating holidays the LCHD/CHC. is open. An employee may take the day off or work in accordance with the schedule of their program advance and supervisory approval. If the employee works, they are eligible for deferred holiday credit, which may be used to cover an alternative day off with supervisory approval.

Employees must be on the payroll for 15 calendar days prior to a holiday to be eligible for a paid holiday. Three floating or fixed holidays may be carried into the following year, but must be used by March 31, otherwise they are forfeited.

Reasonable Accommodations

Employees who believe they need an accommodation for either medical or religious reasons should contact their Human Resources Business Partner to request an accommodation.

Employee Development

LCHD/CHC provides opportunities for our employees to develop and flourish throughout their career. Many opportunities may be available, including e-learnings, in-house instructor led trainings, fellowship opportunities, conferences tuition reimbursement and the opportunity to participate in employee-led committees.

Transfer and Promotion within the Health Department

LCHD/CHC is committed to providing internal promotional opportunities. Open positions are posted on the Lake County Career Page. Employees are encouraged to apply for any vacant position for which they are qualified. You may notify your supervisor of your interest to be interviewed for the open position. It is within the discretion of the Human Resources Leadership and the appropriate Executive Team member whether an employee may transfer or apply for promotion opportunities within their introductory period.

Competitive Selection Promotion

A promotion in which an employee is selected for a position in a higher grade via the job posting and application process. Such employees shall receive an increase of 5 percent to 10 percent depending on the qualifications of the applicant and other relevant factors. A promoted employee will have a six-month probationary period.



New staff are welcomed at an Agency Orientation.



Health Department staff partnering with Refugee One in Buffalo Grove to offer services to community members.

Safety at Work

The LCHD/CHC is dedicated to maintaining the highest standards of workplace health and safety. Protecting employees, clients, visitors, and facilities is a fundamental responsibility shared across the organization. Every staff member is expected to uphold this commitment by following established safety procedures, completing required training, and properly using personal protective equipment (PPE).

Oversight of safety practices is coordinated through the Safety Committee, which meets regularly to review workplace conditions, monitor equipment, document incidents, and participate in the Accident Review Board. Each facility maintains a designated Safety Officer who conducts routine inspections, ensures compliance with safety protocols, and leads emergency preparedness activities, including building-wide drills.

Emergency procedures, such as fire drills, are conducted on a scheduled basis. When alarms are activated, all individuals must promptly evacuate through the nearest designated exit, following posted route maps. Adherence to these protocols demonstrates professional responsibility and safeguards the well-being of LCHD/CHC colleagues and the community. Employees are also expected to secure personal belongings within locked storage to minimize risk of loss or distraction.

By embracing these standards, LCHD/CHC affirms that workplace health and safety is not only a regulatory requirement but a core organizational value which is essential to fulfilling its mission of public service.

Drug- and Alcohol-Free Workplace

LCHD/CHC is committed to protecting the safety, health, and well-being of all employees, clients, and visitors by maintaining a drug and alcohol-free environment.

Employees are expected and required to report to work on time and in appropriate mental and physical condition. It is LCHD/CHC's intent and obligation to provide a drug and alcohol-free, safe, and secure work environment.

No employee may manufacture, distribute, dispense, possess, solicit, sell, or use illegal drugs or use a controlled substance without a prescription for the use of that controlled substance. No employee may be under the influence or impaired by alcohol, marijuana/cannabis, an illegal drug, or a controlled substance while conducting LCHD/CHC business on or off LCHD/CHC property. This policy is a condition of employment, and its violation will result in disciplinary action up to and including termination.

Tobacco-Free

LCHD/CHC prohibits the act of lighting, smoking, or carrying a lighted or smoldering cigarette, cigar or pipe of any kind, or the use of electronic smoking devices and smokeless or chewing tobacco on any of the owned or rented properties. This includes LCHD/CHC vehicles. Any violations to this policy must immediately be reported to your supervisor, Director, or to Human Resources.

Violence and Weapons

LCHD/CHC believes in maintaining a safe, secure, and healthy workplace, in part by promoting open, friendly, and supportive working relationships among all employees. Employees are to communicate respectfully within the office and handle interoffice disputes in a professional manner. Employees should contact their supervisor for assistance with any matter that interferes with these goals.

There is Zero Tolerance for violence, threats of violence, and fighting in the workplace. Employees are strictly prohibited from bringing weapons – including knives, pistols, rifles, stun guns, mace, etc., to the workplace.

All violations to this policy must immediately be reported to your supervisor, Director or to Human Resources. Any employee found threatening another employee, fighting, and/or carrying weapons to the worksite will be subject to disciplinary action, up to and including termination.

Use of Health Department Vehicles and Equipment

LCHD/CHC vehicles, equipment, supplies, and tools may only be used for authorized purposes. Care should be taken when using these items. Accidents, breakdowns, or damage should immediately be reported to your supervisor prior to leaving the scene of any accident. Employees operating LCHD/CHC vehicles, or personal vehicles on department business, are required to have a valid driver's license, wear seat belts, obey all traffic laws, and follow the Vehicle Operation policy. Employees who drive extensively for their job are required to complete a defensive driving course every 3 years through the National Safety Council.

When utilizing your personal vehicle for business, you are required to have auto insurance as LCHD/CHC does not provide auto liability coverage for any damage to your vehicle.

Incident and Injury Reporting

LCHD/CHC is committed to providing a culture of safety for all staff, patients, and visitors. All employees have a responsibility to understand and observe all safety rules and to report safety concerns during the performance of their duties. In an effort to support this initiative, every LCHD/CHC desktop is equipped with a web-based incident management system and application known as the Healthcare SafetyZone® Portal. This system is to be utilized as a means for employees to submit a report of incidents, accidents or injury involving an employee, patient, client or visitor, as well as any safety concerns within the workplace environment. Once submitted through the portal, your supervisor, Director, Safety Specialist, and Human Resources will be immediately notified. For any incident or accident that occurs while driving a County vehicle, or while driving your personal vehicle while on County business, you must obtain a police report. When submitting a report through the Healthcare SafetyZone® Portal, attach photos, police reports, and all other necessary documents. Documents obtained after incident reports have been submitted are to be emailed to

healthhumanresources@lakecountyil.gov.

Emergency Response

LCHD/CHC depends on its staff to fill crucial roles during an emergency response. Therefore, it is important that staff members know and understand the part each may be called upon to play to best serve the public health needs that may arise.

Emergencies and disasters can occur any time of day, so staff must be prepared to respond immediately. During an emergency response, the work that you are asked to do may be the same, similar, or different than what you do on a daily basis. The Emergency Response Team and your supervisor determine your emergency response role based on your qualifications and skill set.

In the event of an emergency, you may be called by the county-wide reverse-911 system. The system can place calls to designated telephone numbers in the event of an emergency. Recipients of a reverse-911 emergency call would hear a recorded message informing them to report to a certain location, call their supervisor, or another response-related message.

LCHD/CHC understands that during an emergency, staff will be concerned about the safety and well-being of their families. LCHD/CHC will make every effort possible to accommodate staff so that they may contact their families during an emergency. In the same respect, LCHD/CHC expects staff to make every effort to assist during an emergency.



Emergency Response staff receiving certification certificates from the Director of IEMA.

Emergency Closings

LCHD/CHC remains open on scheduled workdays regardless of weather, unless a formal closure has been announced. The Executive Team will communicate facility closure information or other time-sensitive information related to inclement weather via SEND WORD NOW as well as posting to the Health Department homepage, health.lakecountyil.gov, and shared on social media platforms.

Employees should allow enough time to get to work on inclement weather days. If the agency does not declare an emergency closing, those employees not able to report to work or remain at work because of inclement weather, should follow the proper guidelines to request leave time and obtain supervisory approval. Without approval, however, this will be counted as an unscheduled absence.

Other Services, Policies and Procedures

Supplies

Each program designates an individual to be responsible for processing purchase requisitions. Employees in need of work supplies necessary in the performance of duties are to contact their program's designated individual. Purchase requisitions must be approved by the employee's supervisor, Director, and Materials Management.

Personnel Records

Employees are responsible for changes of name, address, phone number, marital status, or emergency contact within the HR Portal. For name changes, a new Social Security card must be obtained, and a copy submitted to HR along with updated tax forms. Contact your Senior HR Business Partner for assistance.

News Media

All inquiries from the media should be forwarded to Marketing and Communications. Staff are not to speak with the media on behalf of the Employer without prior authorization from the Marketing and Communications Manager, or their director.

Uniforms or Dress Code

Each employee represents the agency to customers, clients, patients, and visitors. For that reason, employees are to dress in compliance with LCHD/CHC's business casual dress code requirements while conducting both on-site and offsite agency business. Supervisors are responsible for ensuring staff adhere to those requirements. Any employee who does not meet the standards outlined in the dress code policy will be sent home to change and then return to work, using their accrued leave time.

Certain programs require employees to wear a uniform or adopt a specific mode of attire. Those requirements will be addressed by your supervisor.



Staff wear examples of appropriate business casual attire.

Logo Wear

- A. We appreciate the pride our employees have in representing the LCHD/CHC, so every Monday has been designated as Logo Wear Day. Employees are encouraged to show organizational pride by wearing LCHD/CHC logo shirts/tops with business casual or denim wear bottoms. Every Wednesday is designated as Campus Walk Day. Only employees who participate in campus walks are permitted to wear appropriate denim attire and athletic shoes. Every Friday, Saturday, and all floating holidays are designated as casual dress days. Employees are permitted to wear appropriate denim attire and athletic shoes.
- B. Employee may wear existing logo wear or visit [Lake County Health Department - 15550 American Outfitters Ltd](#) to purchase logo wear. Review entire Dress Code policy for what is acceptable attire.



Staff wearing examples of logo wear.

Parking

Employees are not to park in any designated visitor, loading zones, or other restricted areas, at any LCHD/CHC facility. Vehicles and belongings are to be secured by keeping the doors locked and the windows closed.

Lunchrooms

Vending machines, refrigerators and microwave ovens are located in the lunch and program areas at many LCHD/CHC facilities. Please respect your co-workers by always cleaning up after yourself and not touching or eating other employees' food.

Electronic Communications

The Electronic Communications policy covers the use of all forms of electronic communications, including but not limited to email, voice mail, Print2Fax, external electronic bulletin boards, intranet, BOSS, and the Internet.

Use of any electronic communication is intended for LCHD/CHC business purposes only. Occasional use of these systems for non-work purposes may be permitted at the discretion of your supervisor or Director. LCHD/CHC reserves the right to, at any time with or without employee notice, monitor, intercept, access, and disclose all information created, sent, received, or stored on its electronic communication systems. Therefore, we expect all electronic communications sent by employees to be professional and comply with the policy.

Under no circumstances may employees use LCHD/CHC systems for creating, possessing, uploading, downloading, accessing, transmitting, or distributing material that is offensive, illegal, sexually explicit, discriminatory, defamatory, or interferes with the productivity of co-workers.

Marketing and Communications

Marketing and Communications is responsible for maintaining a culture of excellence in communications to our employees, our partners, and the public. In order to communicate effectively, Marketing and Communications created [brand guidelines](#) to ensure visual and brand consistency across all print and online materials. Guidelines cover official messaging and

treatment of such assets as the LCHD/CHC name, logo, colors, and typography. Please reference this document often, follow its guidelines, and above all else, utilize Marketing and Communications as a resource for creating professional, effective communications.



The Marketing and Communications Team.

Social Media

LCHD/CHC encourages staff to follow and engage with our social media pages on [Facebook](#), [X \(formerly Twitter\)](#), [LinkedIn](#), and [YouTube](#). These pages are managed by Marketing and Communications and are used to communicate important messages with Lake County residents.

Employment and Income Verification

The Work Number is a fast and secure automated process to handle employment verifications. This service allows proof of employment to be verified within a matter of minutes. For proof of employment and income, employees must start the process by accessing The Work Number via the Web or telephone, entering the Lake County employer code, and creating your individual salary key. Employees will then provide this information to the person requiring proof of employment and income. To obtain more information regarding The Work Number process, visit www.theworknumber.com.



Midlakes Clinic staff.

Employee Assistance Program

LCHD/CHC understands that personal problems can influence job performance and is concerned with each employee's well-being. Therefore, LCHD/CHC has partnered with an outside vendor to assist individuals with many types of personal and interpersonal situations

such as stress, depression, coping, marital and family difficulties, alcohol, and other substance abuse, legal or financial troubles, etc.

This benefit is a confidential, professional counseling referral service made up of master's or doctoral level counselors available 24 hours, 7 days a week. The service is available to all employees, their dependents and household members. Visit the Employee Services Portal (ESP) for more information.

Emergency Information

Occasionally, Lake County needs to communicate time-sensitive emergency information after hours or may need to send a message when email isn't available.

LCHD/CHC uses the mass communication platform Send Word Now to alert employees of any situation that may cause a business interruption or threaten the safety and well-being of our organization. To improve emergency communications throughout our organization, Risk Management will push out a Send Word Now link quarterly that will allow employees to review and update their preferred forms of communication. Emergency alerts can be received via emails, calls or texts. Work emails and phone numbers are automatically added to the platform upon new hire orientation. It is highly recommended that additional phone numbers and/or emails are added to the contact devices for alerts such as building closures.



Health Department staff celebrating joining a network of Milk Depots.

Location Key for Interoffice Mail

In order to assist in efficient mail delivery, please address all interoffice mail with the following four (4) items:

1. EMPLOYEE'S FIRST & LAST NAME
2. Department or Program Name
3. Building location
4. FLOOR # (if applicable)

The document with all LCHD/CHC building locations can be found here:

[Directory-of-Services---English-PDF \(lakecountyil.gov\)](http://Directory-of-Services---English-PDF (lakecountyil.gov))

Employee-Led Committees

Inclusion and Diversity Council



Staff wear plaid to celebrate diversity.

The Inclusion and Diversity Council of LCHD/CHC is a group of supervisory and non-supervisory employees from across various LCHD/CHC programs and from varied backgrounds and life experiences. The mission of the committee is "Inspiring cultural diversity and competency through equal opportunity, respect and understanding of staff, clients and community."

LCHD/CHC recognizes that our talented and diverse workforce is a key advantage. We recognize that each employee brings his or her own unique capabilities, experiences, talents, and characteristics to the workplace. Our diversity includes but is not limited to ethnicity, gender, language, age, sexual orientation, religion, socio-economic status, physical and mental ability, thinking styles, experience, and education.

The Inclusion and Diversity Council consists of four subcommittees:

- **Membership:** The Membership Liaison will be responsible for soliciting new members and fielding questions from potential members.
- **Training:** The role of this subcommittee is to help raise diversity awareness among LCHD/CHC staff and supervisors through diversity newsletters and the coordination of agency-wide trainings.
- **Communications:** The role of this subcommittee is to identify, incorporate and maintain inclusion and diversity messages in agency communications.
- **Policy:** The role of this subcommittee is to identify opportunities for the agency to advance diversity awareness and inclusion processes by reviewing current internal policies and procedures that may need to be enhanced or developed.

Please check with your supervisor if you want to volunteer on this council. For more information visit the [Inclusion and Diversity Council page](#) on HealthNet or contact: HLIDiversityInclusion@lakecountyil.gov.

Green Team



The Green Team organizes events and activities that promote environmentally sustainable practices.

The LCHD/CHC Green Team promotes environmentally sustainable practices through waste reduction, energy and water conservation, and promotion of other sustainable practices for employees to carry out at work and home. Members distribute information and organize projects and events. Representatives from the LCHD Green Team participate in the County Green Team, which is comprised of other Green Teams in the County. The team welcomes all employees to join, participate and share ideas. Please check with your supervisor if you want to volunteer for this committee. For more information, contact HealthGreenTeam@lakecountyil.gov.

Health Works

Health Works is an initiative to develop a culture of wellness at the Health Department by engaging and empowering employees to make positive lifestyle choices by providing tools and resources and creating a supportive workplace environment.

The committee has made preliminary plans around four foundational areas: Physical Activity, Nutrition, Tobacco Control, and Organizational Supports. In the future, areas including stress management, depression, diabetes, high blood pressure, high cholesterol, and weight management will be addressed.

A key component to communicating to staff are the Health Works Champions, who are non-management staff representing the various building locations. The Health Works Champions act as an extension of the Committee to "champion" plans with co-workers and are essential for creating a culture of health.

For more information, contact Healthworks@lakecountyil.gov.



Health Works Committee members at the spring Health Works 5K.

Leaving LCHD/CHC

Resignation

To resign from LCHD/CHC in good standing, an employee must submit a resignation letter to their supervisor giving at least a two-week notice and reason for leaving. HR will contact regular full-time or part-time employees to arrange an appointment for an exit (off-boarding) meeting. During the exit meeting, HR will discuss benefit end dates, portable benefit options, and if applicable, compensation payouts.

Health and dental insurance coverage will continue through the end of month in which the employment is terminated. Upon request, health insurance under the group plan may be extended at the employee's expense under the COBRA provision. The employee is expected to return any Health Department issued property and equipment to their supervisor by their last day of employment. This includes (ID badge, proximity card, keys, cell phones, laptops, tablets, etc.). If the employee fails to comply, then Lake County will invoice that employee for the cost of those unreturned assets.

Dismissal

Employees serving the original 12-month introductory period (or an extension of that introductory period) are at-will employees and may be dismissed at any time, with or without cause.

Regular employees who have successfully completed their 12-month introductory period may only be dismissed for cause unless their termination results from a re-organization, reduction in force, or other administrative changes ordered by the Executive Director. The term "Regular Employee" does not include temporary employees, flex employees, or employees serving under a contractual basis.

Retirement

Employees planning to retire should contact HR at least two months before the expected retirement date. HR will begin retirement procedures and advise you of available benefits. Employees are eligible to continue participation in LCHD/CHC's group health, dental, vision, and life insurance at their own expense.

Reorganization/Reduction in Workforce

Occasionally, external factors such as loss of grant funding may require a reduction in workforce. In addition, internal restructuring of programs may require the posting of a position where LCHD/CHC will recruit internally or externally for a more suitable candidate. The agency is absolutely committed to minimizing the impact of such decisions through advance notice and open communication.

Any employee whose job is eliminated and who is in good standing will be considered for other open position for which they are qualified.

