

 Missouri Department of Natural Resources Administrative Policies and Procedures		
Chapter 1 Employee Relations Affirmative Action and Employee Relations Policy		
Office of Employee Relations Procedures	Effective date	Revised
Number: 1.02-01	March 29, 2002	

The Office of Employee Relations is responsible for insuring that all employees regardless of race, color, religion, national origin, age, sex, veteran's status, or disability, can work in environments free from any form of discrimination, harassment, intimidation, or retaliation. It is the responsibility of the Office of Employee Relations to work with all employees to insure the work environment is appropriate and fair, giving all employees opportunity for advancement and professional development.

REFERENCES

Missouri Sunshine Law: RSMo. 610.011

Discrimination Complaint: 8 CSR 60-2.025

Sexual Harassment: 8 CSR 60-3.040

Grievance: 1 CSR 20-4.020

Related DNR policies

Employee Records: 1.03

Sunshine Law Requests: 2.02

DEFINITIONS

Americans with Disabilities Act: Provides coverage for individuals who have a physical or mental impairment that substantially limits one or more of their major life activities; have a record of such an impairment; or are regarded as having such an impairment.

Complaint: A statement that an employee has been treated illegally or unfairly by the department or one of its agents in respect to terms, conditions or privileges of employment.

Grievance: An allegation by an employee of the department that certain work-related events or circumstances are negatively affecting conditions of employment or having an impact on the employee's ability to perform his or her job.

Mediation or alternative dispute resolution: A process involving an intercession from an outside party to resolve a complaint between two or more parties, resulting in an agreement.

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Sexual harassment: Sexual advances, requests for sexual favors and verbal or physical conduct of a sexual nature when:

- Submission to or rejection of such advances, requests or conduct is made either explicitly or implicitly a term or condition of employment or as a basis for employment decisions, or
- Such advances, requests or conduct have the purpose or effect of unreasonably interfering with an individual's work performance by creating an intimidating, hostile, humiliating or sexually offensive work environment.

Title VII of the Civil Rights Act of 1964: This act affects employees or applicants for employment in that all terms, conditions and privileges of employment are free from discrimination based on race, color, religion, sex, or national origin.

Triad: The department's team reviewing personnel actions for equity, consistency and appropriateness comprised of the Human Resources Program Director, Employee Relations Officer and Legal Counsel.

GENERAL PROVISIONS

The Office of Employee Relations will assist managers and employees in areas involving employee:manager or employee:employee conflict or disagreement. These include, but are not limited to:

- Employee performance counseling, performance appraisal, and behavioral changes.
- Investigation of Civil Rights complaints from employees. This includes, but is not limited to, concerns involving sexual harassment, race, age, or religious discrimination.
- Investigation of complaints from employees about general work conditions that involve poor management or decision making and create uncomfortable work environments
- Grievance administration, including assisting both managers and grievants with the process and investigating grievance allegations.
- Mediation of complaints, grievances and general disagreements in the workplace.
- Management of the Employee Assistance Program, ranging from advising both managers and employees in how best to utilize the program to assisting individuals in making appointments.
- Training of managers and supervisors in specialized areas.

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- Coordination of the Americans with Disabilities Act responsibilities as they relate to employment. This includes assisting employees with special needs and requests, advising managers regarding accommodations and working with all parties to insure the employees and the department’s needs are met.
- Provision of facilitation services to resolve conflict, provide team building, and examine specialized programmatic issues.
- Liaison service for special department committees and councils, including the Employee Advisory Council and the Multicultural Affairs Committee.
- Advising to the department director, deputy and division directors of special issues within the department that involve employee climate, morale and productivity.
- Service as a member of the Triad, a departmental team involving the Office of Employee Relations, the Legal Counsel, and the Human Resources Program.

The Office of Employee Relations is available to all department employees in all Divisions. Employees may visit the Office of Employee Relations without obtaining approval from their supervisors, except such approval that is necessary for an employee to be away from their work area. Employees are not required to take any paid leave to consult with the Office of Employee Relations.

The Office of Employee Relations will serve as the department’s representative in cases filed with the Equal Employment Opportunity Commission or the Human Rights Commission.

Confidentiality is a priority for the Office of Employee Relations. Employees who visit or contact the office can expect that Office staff will discuss with them the nature of their situation and to what extent the confidentiality can be maintained. Employees contacting or seeking assistance from the Office of Employee Relations will be involved in making the decision about who receives information from the Office. Files maintained in the Office of Employee Relations are considered closed records under the provisions of Missouri’s Sunshine Law.