

# POLICY INFORMATION

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## **EMPLOYMENT POLICIES**

### **APPOINTMENT TYPES**

#### **New Appointment**

A new appointment is the initial employment of an individual to a position or the reemployment of an individual who is either not eligible for reinstatement or is not offered reinstatement. An employee entering into State service in a permanent or time-limited permanent position shall be given a Probationary or Trainee appointment. The probationary and trainee periods are intended to serve as an extension of the selection process and are used to determine whether the person will be able to meet acceptable performance and/or personal conduct standards. If the employee in probationary or trainee status does not meet performance or personal conduct standards, the employee will be separated.

#### **Probationary Status**

Most position classifications within the Department (excluding those hired in trainee status) require new hires to be placed in Probationary Status. Employees hired in positions requiring Probationary Status must serve a probationary period of 12 months from the date of hire. Credit is given for each month in which employees are in pay status for one-half or more of the workdays and holidays. (This probationary period is not the same as and should not be confused with the probationary certification prescribed for criminal justice officers). Employees hired into certain sworn law enforcement positions where the completion of a formal training program prior to assuming law enforcement duties is required must serve a 24 month probationary period.

#### **Trainee Status**

Employees hired in position classifications requiring trainee progressions do not have all of the necessary knowledge, skills, and abilities to meet the minimum qualifications of the position. A trainee progression is established for the employee to obtain the necessary qualifications.

Employees in trainee progressions must remain in trainee status until the completion of the trainee progression. The minimum requirement for a trainee appointment is outlined in the class specification for the regular classification

#### **Permanent Appointment**

An employee shall be given a permanent appointment when the requirements of the probationary period have been satisfied or when the employee with a trainee appointment has satisfactorily completed all training and experience required for the position classification.

## **MERIT-BASED HIRING AND SELECTION**

#### **Location**

[https://www.ncdps.gov/emp/Policies/HR/Merit-Based\\_Recruitment\\_and\\_Selection\\_Plan.pdf](https://www.ncdps.gov/emp/Policies/HR/Merit-Based_Recruitment_and_Selection_Plan.pdf)

#### **Purpose**

It is the policy of the Department of Public Safety to provide equal employment opportunity to all applicants, without regard to race, religion, color, national origin, sex, age, disability, or political affiliation/influence. All selection decisions shall be based solely on job-related criteria and comply with

all federal and state employment laws, regulations, rules and policies and will be consistently applied to promote fairness, diversity and integrity.

The primary purpose of the Merit-Based Recruitment and Selection Process shall be to ensure that positions subject to the State Personnel Act (G.S. 126) are filled with most qualified individuals from among the pool of qualified applicants as determined by job related criteria and in the judgment of unbiased, objective human resource professionals.

### **Provisions**

The Secretary of the Department of Public Safety accepts the responsibility for ensuring that the recruitment and selection process complies with all applicable and existing state and federal laws, policies, and rules governing personnel actions and ensuring that all hiring practices are applied consistently and equitably, thereby demonstrating commitment and support for the merit-based recruitment and selection plan. The merit based recruitment and selection plan shall also comply with established procedural guidelines issued by the Office of State Human Resources.

The Secretary has delegated the responsibility for policy compliance and enforcement to managers and expects full support and cooperation from all managers and supervisors in the management and application of the merit-based recruitment and selection process

### **Appeal Process**

If an applicant has reason to believe they were denied employment due to political affiliation or influence, the applicant may appeal the hiring decision to the Equal Employment Opportunity Office following the NCDPS Grievance Process referenced in this guide.

## **EQUAL EMPLOYMENT OPPORTUNITY**

### **Location**

<https://www.ncdps.gov/emp/Policies/EEO/EEOpolicy.pdf>

### **Purpose**

The Department of Public Safety is an Equal Employment Opportunity Employer; therefore, we are committed to providing all current employees and applicants with equal employment opportunities without discrimination on the basis of race, color, sex, religion, national origin, age, genetic information, or disability status, except where age, sex or physical requirements constitute bona fide occupational qualifications.

### **Provisions**

The Department of Public Safety's Equal Employment Opportunity program is intended to create a diverse workforce climate that is responsive and respectful of fairness and equity for applicants and employees which ensures compliance with State and Federal laws and Departmental policies. Equal Employment Opportunity guidelines also prohibit retaliatory actions against employees or applicants because they filed a charge, testified, assisted or participated, in any manner, in a hearing, proceeding, investigation, or employment discrimination complaint.

### **Discrimination Grievance**

**Location:**[http://www.oshr.nc.gov/Guide/Policies/7\\_Discipline,%20Appeals%20and%20Grievances/Employee%20Appeals%20and%20Grievances.pdf](http://www.oshr.nc.gov/Guide/Policies/7_Discipline,%20Appeals%20and%20Grievances/Employee%20Appeals%20and%20Grievances.pdf)

An applicant for State employment, probationary State employee, former probationary State employee, career State employee or former career State employee (hereafter referred to as complainant) alleging

unlawful discrimination, harassment or retaliation shall first file a complaint with the agency Equal Employment Opportunity (EEO) Officer within **15 calendar days** of the alleged discriminatory or retaliatory act that is the basis of the complaint. If the complainant alleges facts that would constitute unlawful discrimination, harassment, or retaliation as prohibited by law, the complaint will be investigated as a part of the EEO Informal Inquiry. The investigation will determine if the facts support a finding that there is reasonable cause to believe the alleged act rises to the level of unlawful discrimination, harassment or retaliation.

The agency (EEO Office) has **45 calendar days** from receipt of the complaint to investigate and respond to the complainant, unless the complainant and the employer mutually agree in writing to extend the time due to occurrences that are unavoidable or beyond the control of either party. Any extension shall not exceed 15 calendar days.

At the conclusion of the investigation, the agency (EEO Office) shall communicate the outcome of the investigation in writing to the complainant. If there is reasonable cause to believe that unlawful discrimination, harassment, or retaliation occurred, management shall take appropriate action to resolve the matter. If the complaint is successfully resolved, the complainant will sign a letter of agreement with the agency detailing the terms of the resolution. The agency shall ensure that the terms of the agreement under the control of the agency are implemented.

If the complaint is not successfully resolved, then the complainant may continue the process by filing a formal grievance within **15 calendar days** of the written response from the EEO Informal Inquiry.

In filing a formal grievance, the complainant may bypass the Informal Discussion with Supervisor process. At any point in the grievance process, the complainant/grievant has the right to bypass discussions with or review by the alleged offender. Time spent in the EEO Informal Inquiry is not a part of the formal internal grievance process.

#### **External Filing of a Discrimination Charge**

The complainant alleging unlawful discrimination, harassment or retaliation has the right, at any time, to bypass or discontinue the EEO Informal Inquiry or the formal internal grievance process and file a charge directly with the Equal Employment Opportunity Commission. The complainant may not, however, file a contested case with the Office of Administrative Hearing if the internal process has not been completed. The charge must be filed within **180 calendar days** of the alleged event or action that is the basis of the complaint.

Information about filing an EEOC charge can be found at:

<http://www.eeoc.gov/employees/charge.cfm> or by calling the EEOC regional offices located in Raleigh, Greensboro and Charlotte at 1-800-669-4000.

Information about filing through the Civil Rights Division of the Office of Administrative Hearings can be found at: <http://www.ncoah.com/civil/> or by calling (919) 431-3036.

#### **Simultaneous Internal and External Filing of a Discrimination Charge**

An applicant for State employment, probationary State employee, former probationary State employee, career State employee or former career State employee may file simultaneously with the Equal Employment Opportunity Commission (EEOC) at any point in either the EEO Informal Inquiry or the formal internal grievance process.

## **AMERICANS WITH DISABILITIES ACT**

### **Location**

<https://www.ncdps.gov/emp/Policies/HR/ADA.pdf>

### **Purpose**

Title I of the Americans with Disabilities Act (ADA) prohibits discrimination against qualified individuals with disabilities in job application procedures, hiring, firing, advancement, compensation, job training, and other terms, conditions, and privileges of employment. The Department's policy and procedures address all aspects of the employment process.

### **Provisions**

In accordance with the ADA, it is the policy of the Department of Public Safety to:

- Prohibit discrimination against employees and qualified applicants on the basis of a disability;
- Protect individuals from discrimination, coercion, intimidation, threats or interference when filing an ADA complaint or testifying about alleged ADA violations; and,
- Consider requests for and provide reasonable accommodation(s) to employees and qualified applicants consistent with the procedures delineated in this policy.

### **Requests for Accommodation**

Requests for reasonable accommodation(s) shall be initiated in writing by the employee and submitted through the appropriate chain-of-command to the ADA Compliance Officer for final approval. All requests related to mandatory Criminal Justice Education and Training Standards Commission Basic Training requirements shall be initiated using Request for Reasonable Accommodation – Basic Training form. This form shall be forwarded directly to the Director of the Office of Staff Development and Training for consideration.

### **Relevant Forms**

[https://www.ncdps.gov/emp/Policies/HR/DPS\\_Req\\_for\\_Accommodation\\_111412.doc](https://www.ncdps.gov/emp/Policies/HR/DPS_Req_for_Accommodation_111412.doc)

## **EMPLOYMENT OF RELATIVES**

### **Location**

[http://www.oshr.nc.gov/Guide/Policies/2\\_Recruitment%20and%20Selection/Selection.pdf](http://www.oshr.nc.gov/Guide/Policies/2_Recruitment%20and%20Selection/Selection.pdf)

### **Policy**

Members of an immediate family shall not be employed within the same agency if such employment will result in one member supervising another member of the employee's immediate family, or if one member will occupy a position which has influence over another member's employment, promotion, salary administration or other related management or personnel considerations. The term immediate family includes wife, husband, mother, father, brother, sister, son, daughter, grandmother, grandfather, grandson and granddaughter. Also included is the step-, half- and in-law relationships based on the listing in this Paragraph. It also includes other people living in the same household, who share a relationship comparable to immediate family members, if either occupies a position which requires influence over the other's employment, promotion, salary administration or other related management or personnel considerations.

## **SECONDARY EMPLOYMENT**

### **Location**

### **Policy**

It is the policy of the Department of Public Safety to consider employee requests for secondary employment consistent with the requirements established by the Office of State Personnel. The purpose of this policy is to ensure a consistent process for employees seeking approval for secondary employment and to serve as a tool for management in the consideration, approval and denial of requests for secondary employment.

### **Provisions**

Secondary employment shall not be permitted when it may reasonably be expected that such employment would:

- Impair in any way the employee's ability to perform all required duties and responsibilities or any other duties and responsibilities as assigned;
- Impair in any way the employee's ability to make decisions and/or carry out the responsibilities of the employee's position in an objective fashion;
- Result either directly or indirectly in a conflict of interest with the primary employment. The term "conflict of interest" shall include, but is not limited to, those situations where the secondary employment would compromise the position of the employee or the Department with respect to firms or individuals doing business or desiring to do business with the Department.

### **Request Process**

An employee planning to undertake secondary employment shall complete the Request for Secondary Employment Form and submit to the appropriate manager/supervisor for approval. The employee has the responsibility to notify his supervisor in writing of any major changes in the nature of the secondary employment. In addition, the employee must request approval for secondary employment in writing on an annual basis or whenever the employee changes position (i.e. lateral transfer, promotion, reassignment, etc.), whichever is sooner.

Employee requests for approval of secondary employment, accompanied by any required supporting information, are considered public information and may be released upon request.

### **Disciplinary Action and Revocation of Approval**

Approval for secondary employment may be revoked at any time for any of the below listed reasons. These may also be grounds for disciplinary action up to and including dismissal.

- Failure to request and obtain approval of secondary employment initially, annually, and/or when the employee changes positions.
- The submission of falsified information to secure approval of secondary employment.
- Negative impact on the employee's work performance in his/her primary employment.
- The use of state resources or state time for the benefit of secondary employment.
- Failure to notify the immediate supervisor of any major change in the nature of the secondary employment.
- The issuance of disciplinary action shall result in a reevaluation of the employee's secondary employment relationship and may result in revocation of approval depending on the subject matter and severity of the disciplinary action.

Note: The secondary employment status for employees on leave, including injury leave, sick leave and leave of absence without pay, may be reevaluated by the manager or supervisor and temporarily revoked depending on the nature of their secondary employment.

### **Relevant Forms**

<https://www.ncdps.gov/emp/Forms/HR020Req4SecEm52013LC.pdf>

## **SALARY ADMINISTRATION/GENERAL PAY POLICIES**

### **Location**

To be added when OSHR site is updated.

### **Compensation Philosophy**

The State of North Carolina is committed to attracting and retaining a diverse workforce of high performing employees with the competencies, knowledge, skills abilities and dedication needed to consistently meet continually evolving strategic goals. It is the policy of the State to compensate its employees to encourage exceptional performance and to maintain labor market competitiveness, within the boundaries of financial feasibility.

### **Salary Structures**

The salary structures provide guidelines to set and manage compensation in a fair and consistent manner relative to the market for all positions subject to the State Human Resources Act. Each position is assigned to a pay grade with an associated salary range based on similar employment in the defined labor market. Each pay grade is constructed with a minimum, midpoint (market rate), and maximum salary rates that are competitive in the external labor market consistent with the State's ability to pay; and proper relationships within State government employment to maintain internal equity. The minimum and maximum represent the lowest and highest salary that may be paid for a job assigned to that pay grade. Salaries are commensurate with an employee's education and experience in relation to the salary range established for the position. Salary ranges are divided into quartiles, to aid in determining employee and potential employee salary placement within the prescribed salary range. As relevant labor markets change, salary ranges may be adjusted with approval by the State Human Resources Commission.

### **Covered Employees**

Pay increases shall be granted only to full-time and part-time permanent, probationary, and time-limited employees subject to the State Human Resources Act who receive a "meets expectations" or "exceeds expectations" performance rating on their most recent performance evaluation; and without an active disciplinary action.

### **Pay Factors**

When determining and setting an appropriate salary upon hire or adjustments to the rate of pay an employee receives upon Promotion, Reallocation, Lateral Transfer, Reinstatement, or In-Range Adjustment, these factors shall be taken into consideration:

- Market Relativity – a comparison of an employee's pay relative to the market rate for his/her position that can be calculated by dividing an employee's salary by the market rate
- Internal Equity – a fairness criterion that takes into consideration the relationship of one employee's salary to the salaries of other employees who have comparable levels of education and experience and perform similar duties and responsibilities, within a work unit, division or agency
- Work Experience/Education – an employee's relevant work history and academic qualifications

- Knowledge, Skills, and Abilities – special qualifications, competencies, and/or prerequisites needed to successfully perform the tasks required of a job
- Recruitment/Retention Issues – Issues related to hard-to-fill jobs and/or jobs that may warrant higher salaries compared to the market rate, creating retention issues
- Budget/Availability of Funds – consideration of allocated dollars funded to a position used to pay for salaries during a fiscal year

### **Pay Parameters**

**Above Maximum/Below Minimum** – Actual rates of pay and/or pay adjustments shall not be set below the minimum rate nor exceed the maximum rate of the specified salary range. If a recruitment range is published in a vacancy announcement, pay shall not be set below the minimum rate nor exceed the maximum rate of the specified recruitment range.

**Allowable Increases** – Increases may be granted to employees in the first, second, and third quartile, including employees paid at the market rate without OSHR approval, provided that the increase does not exceed the market rate by more than 10 percent.

**Restricted Increases** – Increases granted to employees in the third or fourth quartile whose salary prior to the increase exceeds the market rate by more than 10 percent require approval by OSHR.

**Effective Dates** – All pay adjustments and increases due to job change shall be effective on the day the employee assumes the duties or on the first day of the biweekly or monthly pay period closest to the effective date of job change. In-Range adjustments due to labor market or equity shall be effective on the first day of the most current biweekly or monthly pay period.

**Temporary Pay Adjustments** – Temporary pay increases shall be canceled when the additional duties and responsibilities are removed and/or prior to separation. Salary shall revert back to the rate of pay the employee received prior to the temporary pay adjustment.

**Part-time Salary Rates** – Employees with a permanent part-time appointment shall be paid a proportionate annual rate.

Salary increases of any kind are subject to the availability of funds. No action can be implemented that would exceed the funds available. Any written salary commitment shall include a statement of notification that the salary is subject to the availability of funds.

Any salary increase of 20 percent and above or any increase combined within a one-year period of 20 percent or above requires approval by OSHR.

Only with prior approval of the State Human Resources Director will exceptions to the above provisions be allowed.

## **JOB POSTINGS**

### **Location**

<http://www.oshr.nc.gov/jobs/>

### **Provisions**

To apply for a vacant position, you must submit an electronic application through Office of State Human Resources online hiring system, NEOGOV. This link provides you with a step by step guide of creating, saving, and submitting an application for a vacant position.

<https://www.governmentjobs.com/AgencyInstructions.cfm?&topheader=northcarolina>

To receive credit for your work history and credentials, you must list the information on the application. If possible, address the knowledge, skills, abilities, experience, education, and selective criteria requested in the job posting.

Your application must be received by 5:00pm on the closing date to be eligible for consideration. Applications received after that date and time will not be considered.

## **AWARDS AND RECOGNITION**

The State of North Carolina is noted for having loyal, efficient and dedicated employees who provide valuable services to every citizen of the State. North Carolina is proud of this tradition of public service and the competent, committed and dedicated employees who provide these services to and for the state. To express its appreciation to its valued employees, the State has adopted a policy of recognizing employees for committed dedicated and outstanding service. Thus, the State Employee Recognition Program is a significant component of the Human Resources System. Most awards and recognition programs are administered through the Office Of State Personnel and can be found here:

<http://www.oshr.nc.gov/Reward/recognize/recog.htm>

### **Employee Appreciation Week**

A week is annually proclaimed "State Employee Recognition Week" by the Governor of North Carolina in which State agencies and universities recognize their employees. A variety of activities determined by each individual agency/university occur during State Employee Recognition Week.

More information can be found here: <http://www.oshr.nc.gov/Reward/recognize/emplweek.htm>

### **Service Awards**

The success of State government in providing services to meet the needs of North Carolina and its citizens is dependent on the efforts of State employees. These employees provide services in the fields of human services, education, transportation, crime control, law enforcement, and health, as well as many other special areas. It is, therefore, important for the State to have competent, committed and dedicated employees to provide effective and efficient services to and for the State.

The Service Awards Program recognizes employees' total State service in increments of five years through retirement. For each five-year increment, the program offers a collection of other items (as adopted by the program on a bi-annual basis) from which eligible recipients may select. The value of the award increases in proportion to tenure.

More information can be found here: <http://www.oshr.nc.gov/Reward/recognize/service.htm>

### **The Caswell Award**

The Richard Caswell Award Program, awarded to state employees with 45 or more years of service, is designed to acknowledge and express appreciation for noteworthy extended dedicated service.

<http://www.oshr.nc.gov/Reward/recognize/caswell.htm>

### **The Memorial Program**

The Memorial Program honors State employees who lose their lives while in the line of service for North Carolina.

<http://www.oshr.nc.gov/Reward/recognize/memorial.htm>

### **Governor's Award for Excellence**

Governor's Awards for Excellence is the highest honor a State employee may receive. Recipients are honored during Excellence in State Government Week. The program is designed to acknowledge and express appreciation for outstanding accomplishments that do not fall entirely within the scope of normal duties, but are in the nature of a major contribution reflecting credit on the person and State service. The meritorious service or accomplishment is so singularly outstanding that special recognition is justified.

<http://www.oshr.nc.gov/Reward/recognize/govaward.htm>

## **CORRECTION ENTERPRISES PRODUCTS**

As a state employee, you may purchase items made and/or sold through Correction Enterprises. Correction Enterprises is a valuable program that teaches offenders personal responsibility and work skills to increase the likelihood of success upon release. Items available through Correction Enterprises include:

- Eyeglasses
- Furniture/ Reupholstery
- Matting and Framing
- Paint
- Cleaning Supplies

Additionally, as a DPS Employee, you may order shirts, bags, hats, and other items with the DPS Logo on them. For more information, go to <https://www.correctionenterprises.com/products/retail/>.

## **SEPARATION**

Should you choose to terminate your employment with the Department of Public Safety, please refer to the Separation information located on the DPS Website, For Employees, Human Resources.

## **RECORDS AND RELEASE OF INFORMATION**

### **PERSONNEL RECORDS**

#### **Location**

[http://www.oshr.nc.gov/Guide/Policies/3\\_Employment%20and%20Records/Personnel%20Records.doc](http://www.oshr.nc.gov/Guide/Policies/3_Employment%20and%20Records/Personnel%20Records.doc)

#### **Definition of Personnel File**

For purposes of this policy, a personnel file consists of any employment-related or personal information gathered by the agency, the Retirement Systems Division of the Department of State Treasurer, or by the Office of State Personnel.

Employment-related information includes information related to an individual's:

- application;
- selection;
- promotion, demotion, transfer;
- salary and leave;
- contract for employment,
- benefits,
- performance evaluation; and
- suspension, disciplinary actions, and termination.

Personal information includes an individual's:

- home address,
- social security number,
- medical history,
- personal financial data,
- marital status, dependents and
- beneficiaries

## **RECORDS OPEN FOR INSPECTION**

The following information on each employee shall be maintained and open for inspection:

- Name
- Age
- Date of original employment or appointment to State service, the terms of any contract by which the employee is employed whether written or oral, past and current, to the extent that the agency has the written contract or a record of the oral contract in its possession.
- Current position
- Title
- Current salary (includes pay, benefits, incentives, bonuses, and deferred and all other forms of compensation)
- Date and amount of each increase or decrease in salary with that department, agency, institution, commission, or bureau
- Date and type of each promotion, demotion, transfer, suspension, separation, or other change in position classification with that department, agency, institution, commission, or bureau
- Date and general description of the reasons for each promotion with that department, agency, institution, commission or bureau
- Date and type of each dismissal, suspension, or demotion for disciplinary reasons taken by the department, agency, institution, commission, or bureau. If the disciplinary action was a dismissal, a copy of the written notice of the final decision of the head of the department setting forth the specific acts or omissions that are the basis of the dismissal
- The office or station to which the employee is currently assigned

### **Confidential Information**

All employment-related and personal information in an employee's personnel file not specified under "Records Open for Inspection" is confidential.

### **All Information Available to Certain Persons**

All information in an employee's personnel file shall be open for inspection and examination to the following persons:

- The supervisor of the employee: for this purpose, supervisor is any individual in the chain of administrative authority above a given State employee within a pertinent State agency.
- Members of the General Assembly (authority G.S. 120-19).
- A party by authority of a proper court order.
- An official of an agency of the Federal government, State government or any political subdivision thereof. An official is a person who has official or authorized duties in behalf of an agency; it does not imply a necessary level of duty or responsibility. Such an official may inspect any personnel records when such inspection is deemed by the department head to be necessary and essential to the pursuance of a proper function of said agency; provided, however, that such information shall not be divulged for purposes of assisting in a criminal prosecution or a tax investigation This right to access includes the circumstances where one State agency is

considering for employment a person who is or has been employed in another State agency; the head of the latter agency may release to an official of another agency information relative to the employee's job performance.

- The employee, or his/her properly authorized agent. The personnel file may be examined in its entirety except for:
  - Letters of reference solicited prior to employment
  - Information concerning a medical disability, mental or physical, that a prudent physician would not divulge to a patient. The medical record may be disclosed to a licensed physician designated in writing by the employee. When medical information is obtained on any employee, the physician should indicate any information that should not be disclosed to the employee.
- A party to a quasi-judicial hearing of a State agency, or a State agency which is conducting a quasi-judicial hearing, may have access to relevant material in personnel files and may introduce copies of such material or information based on such material as evidence in the hearing either upon consent of the employee, former employee, or applicant for employment or upon subpoena properly issued by the agency either upon request of a party or on its own motion.

### **PROCEDURES FOR RELEASE TO CURRENT OR FORMER EMPLOYEES**

Employees and former employees may inspect and examine their personnel file during regular business hours provided they produce appropriate identification to the individual managing personnel records. Letters of reference solicited prior to employment, background checks, and recommendations for hire shall be removed from the employee's personnel file prior to the employee's review. Information concerning a medical disability, mental or physical, that a prudent physician would not divulge to a patient shall also be removed. There may be instances when files may not always be readily available for review. If the employee has been separated from the Department for more than five (5) years or if the employee transferred to another state agency after separating from the Department, the file may have to be requested from the State Records Center, etc. If so, it may take a few weeks before the file can be obtained.

### **RECORDS OF FORMER EMPLOYEES AND APPLICANTS FOR EMPLOYMENT**

The provisions for access to records apply to former employees and applicants the same as they apply to present employees. Personnel files of former State employees who have been separated from State employment for ten or more years may be open to inspection and examination except for papers and documents relating to demotions and to disciplinary actions resulting in the dismissal of the employee.

### **MEDICAL RECORDS**

All employee medical information is maintained separately from Personnel Records and is subject to different rules, regulations, and procedures. Any questions regarding medical information that may be considered part of a personnel file should be directed to the Human Resources Staff at your facility or at your Regional Employment Office.