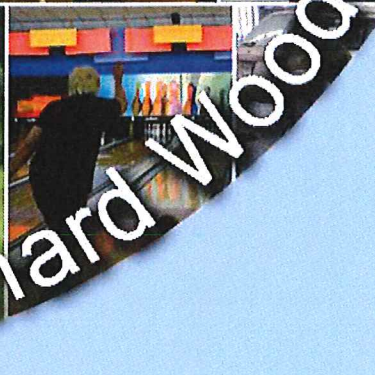
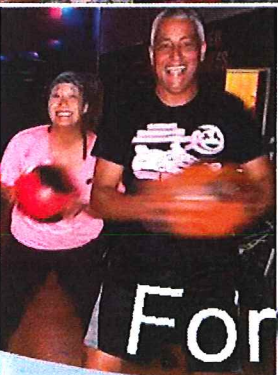
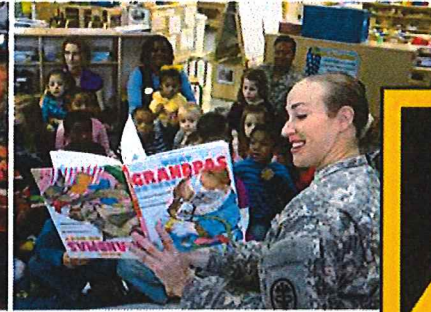


Family and Morale, Welfare, & Recreation

Employee Handbook



Fort Leonard Wood





Welcome to the Family

On behalf of all the professional team members within the Directorate of Family and Morale, Welfare, and Recreation, we'd like to extend a proud welcome to you for joining the ranks of those who are dedicated to faithfully serving our nations Soldiers, Families, Retirees, and Civilians

We are a Customer Service organization, whose mission is to provide a broad spectrum of recreational activities, social services, and business programs to support the military and civilian community of Fort Leonard Wood. We take the lead in ensuring all that we do and all we accomplish is World Class; and we are committed to ensuring our customers are provided with clean and professionally managed facilities and programs.

We compliment you on your decision to join the ranks of our great Team. Our commitment to you will be to grow you professionally; from your Workforce Orientation to your retirement – you are now part of the worldwide Family and MWR Family. Congratulations.

Mission Possible.

Director, Family and
Morale, Welfare, and Recreation





WHAT IS THE REASON YOU ARE HERE?

We are all here because of **ONE** reason!

The SOLDIER

**If the Soldiers were not at
Fort Leonard Wood, neither would their
Families, the Cadre, the civilians, the
contract employees,**

OR YOU!

**They are the reason for your job NOT a
distraction from your job.**



Values of the

Directorate of Family and Morale, Welfare, and Recreation focus includes the Army Values:

Loyalty

Duty

Respect

Selfless-Service

Honor

Integrity

Personal Courage

Plus:

Excellence

Commitment

Teamwork



Mission

A Team of professionals dedicated to delivering exceptional services and programs to support readiness and resiliency, and to enrich the quality of life for Service Members, Their Families and the Fort Leonard Wood Community.

Vision

A Team of professionals committed to delivering exceptional programs and services to our Service Members, Families, and the Fort Leonard Wood Community.

Our Promise

We will serve the needs, interests, and responsibilities of each Service Member, Family Member, Retiree, and civilian employee, with affordable programs and services designed to enhance the quality of their lives, no matter where they are.

Our services and standards will provide Service Members with the same opportunities for renewal, growth, community, self-reliance, and peace of mind that are afforded to the citizens they are pledged to defend.

We Promise to provide:

Exceptional Service friendly, responsive and caring

Information and Access to our many unique services

Consistent Quality and Value in every Family and MWR program worldwide

Family and MWR?

What is Family and MWR?

Army Family and MWR is a comprehensive network of support and leisure services designed to enhance the lives of Soldiers (active, Reserve, and Guard), their Families, civilian employees, Military retirees and other eligible participants. Over 37,000 Family and MWR employees worldwide strive to deliver the highest quality programs and services at each installation -- from social services, family, child and youth programs to recreation, sports, entertainment, travel and leisure activities. Their mission is to serve the needs,

interests and responsibilities of each individual in the Army community for as long as they are associated with the Army, no matter where they are.

Family and MWR contributes to the Army's strength and readiness by offering services that reduce stress, build skills and self-confidence and foster strong esprit de corps. Family and MWR services also help the Army attract and retain talented people. Family and MWR is proof of the Army's commitment to caring for the people who serve and stand ready to defend the nation.

Family and MWR support services range from child development, day care and after school programs to deployment assistance, relocation aid, career services, financial management, and family counseling and social/support networks for single soldiers, families, retirees and civilians. Family and MWR leisure services include sports programs, fitness centers, parks and recreational facilities, libraries, restaurants, clubs, concerts, community events, travel services and leisure travel lodging, as well as auto skills center.

Why Does FAMILY AND MWR Exist?

Army Family and MWR exist because the U.S. Army is committed to the well-being of the community of people who serve and stand ready to defend the nation.

We are here for the Service Members, Family Members, Retirees, National Guard, Reservist, and Civilian Employees of the Fort Leonard Wood Community.

The missions of the Directorate of Family and MWR (DFMWR) activities are varied; however, we ultimately serve to do one thing and that is to provide well-being services to Service Members and their families. Along with our active duty customers, we also provide our services to retirees; family members of retirees; Department of Defense employees and their families; and contract employees. Below you are provided a synopsis on each of the divisions within our directorate and the primary functions found within their activities. It is important that all DFMWR employees recognize all the services and activities that are provided within the different divisions. This allows us to offer the best possible customer service when we can refer a customer to the appropriate activity within our own directorate. As a Family and MWR employee, you can be proud of the many accomplishments our activities achieve on a daily basis.

Overall, the DFMWR serves as the primary staff office for the Commander on all "people programs." We also develop and manage the Installation human services and community programs. To the Commander, we provide and recommend any policies on matters pertaining to the Fort Leonard Wood community. Each and every DFMWR employee plays a specific role in the readiness of the Service Members and families that live, work, and play on this Installation. Every one of you is vital and important to the success of Family and MWR.

Outlined below are the four Family and MWR Divisions. All Family and MWR employees should be familiar with the various activities and programs available within the entire Family and MWR operation. You are a customer's first and best resource in accessing other Family and MWR services and information.

Services and Support Division (SSD)

The Services and Support Division is the smallest of all the Divisions, however the functions of this division crosses over to all other divisions in the DFMWR, these are just some on the functions/services that they provide.

Financial Management Branch which; monitors and executes funds (both NAF and APF) Unit Funds, Payroll, and Financial oversight as well as the below items;

- Marketing, Advertising and Sponsorship support for all Divisions.
- Warehouse, Supply and Property Book Functions
- Maintenance
- Automation and Information Management (Computer Support)
- Employee Training
- Installation Non-Federal Entities
- Soldier and Family Readiness Group Fundraising
- Home Based Business
- Facility Construction Management

Child and Youth (CYS) Services Division

CYS Services Division provides a full range of child, youth and school social, educational, and sports activities for children and youth ages 6 weeks thru 18 years.

Provides Youth Sports & Fitness Programs

CYS Services Division provides center-based developmental childcare programs including full day care, part day preschool and hourly care to meet the needs of children six weeks to kindergarten age.

Provides center-based before and after school care or hourly care (based on space availability) during the school year and full day care or hourly care (based on space availability) during school breaks and in the summer for children kindergarten to fifth grade.

Provides in-home developmental care including full day care, part day care, hourly care, extended hours care including evenings and weekends and long term care to meet the needs of children four weeks to twelve years of age.

Provides youth services activities and 4-H/Boys and Girls Club of America options for middle school and teens from 6th thru 12th grade.

CYS Services Division provides liaison services between the Installation and local area school districts.

Provides Parent and Outreach services including Parent Central Services, parent education, resource and referral, teenage babysitting training and volunteer options.

Business Recreation Division (BRD)

Sports, Fitness and Aquatics includes a state of the art 70,000 sq ft Davidson Fitness Center (DFC) with an indoor pool, weight room, track, and 2 outdoor pools. Specker Fitness Center which includes free weights and a functional fitness space, intramural sports, nationally recognized sports field complexes for soccer and softball, 2 baseball stadiums, 1 football stadium with 400 meter all weather track, and batting cages.

The Outdoor Adventure Center (OAC) offers an assortment of camping, boating, and sports equipment, state and post hunting and fishing permits. Float trips are available for hourly or daily durations. Shooting opportunities include a paintball range, 2 skeet & 2 trap ranges along with archery shooting. Range bows and fire arms are available for rent or purchase. Annual events include the Kids Fishing Derby and Trout Derby. A wide variety of rental check out items to include tables, chairs, bounce houses and coolers. Anything you might need to host your own gathering.

RV Park has 12 full hook-up slots and is centrally located right on post and is minutes from hunting area, the PX, commissary, shoppettes, and hospital.

The Auto Skills Center (ASC) is an 18 bay self-service shop with all the tools and equipment needed to work on your own car. Basic car care classes are offered covering the 36 areas of vehicle care. There is also a 5 bay car wash. Also included in the ASC area is a RV Storage lot which has 30 covered spaces and 180 uncovered parking spaces as well as the installation resale lot.

The RECPLEX offers a Spray Park, baby pool, Miniature Golf and Go-Kart track, along with one outdoor pool, a second outdoor pool is located in the Lieber Heights housing area.

The Lake of the Ozarks Recreation Area (LORA) is located 50 miles NW of FLW. Accommodations include 34 cabins, 21 rustic, & 16 partial and 11 full RV hookup slots. Marina operations include a fleet of deck boats, jet skis, and pontoon boats all available for rent. A small store is available for convenience items.

The Leisure Travel Service (LTS) office offers discounted tickets for local and national attractions to include Disney, Six Flags, professional sporting teams, parks, and lakes. Assistance is also provided for accommodation reservations. Special trips and tours can also be arranged for a group of 12 or more. LTS also offers cruises and vacation packages to many locations.

Installation Wide Events/Special Events offers a variety of activities and entertainment for the Fort Leonard Wood community. Ranging from large scale concerts with big headliners to local events, Oktoberfest, car shows, and the area's largest 4th of July fireworks display among others. Something offered for every member of the family.

Bruce C. Clarke Library has two sections, one is for the Military Education purposes and the other is a community library with a wide range of programs and services for everyone to enjoy.

The Pershing Community Center (PCC), Morelli Heights Bar & Grill, (MHB&G) and Catering Operation, along with the Daugherty Bowling Center, and the Piney Valley Golf Course are all a part of the Business Operations.

The Catering Operation does events ranging from official large scale formal Military Balls to Weddings and Birthday parties to the smallest of meetings.

The Daugherty Bowling Center (DBC) offers 40 lanes, a large activity space with pool tables and electronic Bingo. The Strike Zone is a large snack bar that offers a variety of items to choose from. The Drop Zone (DZ) is located inside of the DBC the DZ is an XBOX 360® & PC based gaming lounge. It is designed to satisfy the most demanding gamer and promote communal play by providing gaming stations for gaming interactivity. Each station consist of high-end, comfortable seating, 47-inch LCD HDTVs and advanced surround-sound audio dome technology.

The Piney Valley Golf Course is a full 18 hole course with a club house. The Club House features a pro shop and snack bar. The clubhouse can accommodate business lunches, Hail & Farewells, or casual get together. The course hosts tournaments and offers lessons from a PGA professional.

Army Community Service (ACS)

ACS provides assistance to all members of the Military community in addressing complex personal and family issues. ACS provides a wide array of education, training and prevention services within the areas listed below:

The **Information and Referral (I&R)** Program; provides customers/clients with informational resources for both on and off post outreach and consumer services.

The **Army Substance Abuse Program Prevention (ASAP)**. The ASAP Branch as integrated within ACS. We are one of only two installation in the world to implement this approach to increase effectiveness of both services.

Army Emergency Relief (AER) Program; a program designed to assist Service Members who are having a financial emergency.

Relocation Readiness Program: Relocation counseling, Arrive Strong and Overseas Orientations, Sponsorship training, waiting spouses program, cultural adaptation, and lending closet which loans basic household items to families during PSC moves.

The Family Advocacy Program provides education and prevention of domestic abuse. Classes focus on communication, parenting, stress and anger management, domestic violence, child neglect and/or abuse, and the prevention of sexual assault. The program also provides Victim Advocacy.

The **Exceptional Family Member Program** provides comprehensive and coordinated community support (including housing, education, medical and personal services) to families with special needs.

The **Financial Readiness** Program provides financial classes, counseling, and consumer advocacy, emergency assistance to include food vouchers, referrals, and AER.

The **Army Volunteer Corps**; this program entails recruiting, training, and utilizing volunteers and volunteer managers to enhance and expand installation program capabilities. The **American Red Cross** operates the Volunteer Hub, where all volunteers should start their process.

Survivor Outreach Services (SOS) is an Army-wide program designed to provide dedicated and comprehensive support to survivors of deceased Soldiers. The program is a joint effort collaboration from the Installation Management Command (IMCOM), the Casualty and Mortuary Affairs Operation Center (CMAOC), the Army National Guard and Army Reserve.

CUSTOMER SERVICE

Identifying and consistently meeting customer needs to produce win/win outcomes is what customer service is all about. The directorate standard for customer service is non-negotiable. Perception is reality in customer service, and YOU control it. When you are at work you are Family and MWR. You not only represent yourself, but your activity, your division, the Directorate, the Installation, and the Military.

Customers will always be treated with courtesy and respect.

This includes your co-workers. Three key points from the Family and MWR Director on customer service are:

1. Customer service is first and foremost.

We are here to do specific services for the Military and their Families. *If they were not here, we wouldn't be either.* It is important that our customers always feel welcome and listened too. To a customer we are always positive, polite, friendly, and attentive. There will be times when a customer demand or request is not reasonable, or we cannot accommodate there request there is in a gracious and polite manner to explain to the customer.

2. Customers are both external and internal.

We are also each other's customers. Personality conflicts aside, we expect us to all treat each other courteously, politely, and with respect. Gossip about co-workers, rudeness, etc. is not productive for the work environment, and will not be tolerated. If you've got a problem with someone you work with, try to resolve it. If that doesn't work, go to your supervisor, and so forth. We're all not going to like each other - that's OK. It does not mean that we are allowed to be rude or belligerent with co-workers. Treat each other with courtesy and respect.

3. We are the leaders in well-being.

We impact the Military Family's' lives from their initial training, marriages, births of children, caring for and assisting in the development of their children, preparing them for deployment and homecoming, keeping them physically fit, providing recreational opportunities, providing entertainment venues, honoring them as they advance in rank. Then we keep right on being an important part of their lives as they leave that day-to-day military lifestyle and approach it from the more casual point of retirement. We deliver Renewal, Growth, Self-Reliance, Community, and Peace of Mind.

Four specific steps to be used in preventing customer dissatisfaction are:

1. Anticipate customer needs.
2. Take initiative to solve problems.
3. Do your job carefully the first time.
4. Keep your promises.

If you find yourself in a situation where the customer is irate, please remember to:

- be Courteous
- Listen
- Ask questions
- Calm
- Solve
- Apologize
- Stay in control
- Thank the customer for their concern/comments.

Again, you are the directorate's representative daily. Your actions, words, and attitude have a direct impact on how our customers perceive all of the activities and services within Family and MWR.

Employment Categories

The Fort Leonard Wood workforce is made up of two employment categories, Non-Appropriated Fund (NAF) and Appropriated Fund (APF) otherwise known as General Schedule (GS).

NAF Employees

DFMWR employees are hired through the NAF personnel system. Being a NAF employee means that your paycheck is paid with money generated on the Installation directly through Family and MWR facilities and services. The NAF grade codes you may see are NA, NL, NS, NF, and CC. Your NAF code will depend on where you work within the directorate, and what category of work you do, such as laborer, skills and trades, administration, or childcare.

As a NAF employee you may be classified as a Regular Full Time (RFT), Regular Part Time (RPT), or Flexible (Flex) worker. This classification would have been brought to your attention when you in-processed at the NAF personnel office. It also would have been designated on the job announcement that you applied under. Adjustments to NAF classifications and pay structure are determined by wage scales established under Department of Defense Directives, Public Law, local prevailing rate surveys, and bargaining unit agreements. All questions or concerns regarding NAF pay increases, established raises, or step increases should be directed to the NAF Personnel Office.

Pay periods for NAF employees are two weeks long and run from Thursday thru Wednesday. Direct Deposit is mandatory. Questions regarding your pay, or discrepancies in your pay should be directed to your supervisor. Corrections to pay may take up to two pay periods.

APF Employees

APF employees are classified within the General Schedule (GS) pay scale. The APF employee are the paid thru monies allocated thru Congressional direction. Employees paid with APF dollars receive step increases annually on their day of grade thru Step 4. Steps 5, 6, and 7 are achieved two years apart. Steps 8, 9, and 10 are achieved three years apart. Pay periods for APF employees are two weeks long and run from Sunday thru Saturday. Direct Deposit is mandatory. Questions should be addressed by the AFP Personnel Office.

Your Work Environment

You and your supervisor

The day-to-day management of your activity and its employees is the basic responsibility of your immediate supervisor. Supervisors have many different titles within Family and MWR. Your immediate supervisor's name has been provided to you by this time. Your supervisor has many responsibilities and has the authority to:

1. Select or separate employees
2. Approve leave requests and certify time and attendance
3. Set performance standards and goals
4. Assign work and evaluate performance
5. Train and develop subordinates
6. Recognize performance with appropriate awards
7. Discipline employees, as necessary
8. Review employee grievances and resolve complaints
9. Determine requirements to conduct business-based actions

You and your supervisor are working together to provide highly professional services to our customers. Your supervisor will answer any questions you may have concerning the performance of your job. If there is something you do not understand about your job, discuss it with your supervisor. If problems still exist and questions cannot be answered or resolved by your supervisor, you may discuss the matter with the next higher level of supervisor. If there is ever a time you feel you cannot address an issue with your supervisor, you can access any management official through the DFMWR Open Door Policy. However, it is still requested and recommended that you let your supervisor know you wish to access other management officials through this policy. This demonstrates common courtesy to the position your supervisor holds. Initial attempts to address a concern or specific situation should always begin with your immediate supervisor. If they are unaware they cannot address it.

All management officials within the Directorate of Family and MWR strive to ensure that our employees work in an atmosphere of courtesy, respect, and appreciation for the job you do. Your work environment will be free of discrimination, sexual harassment, and unsafe conditions. At any time if you feel that your work environment is less than satisfactory, it is your responsibility to immediately notify your supervisor. Your concerns will be addressed in a timely and appropriate fashion.

FAMILY AND MWR "Grows Its Own Leaders."

Any Family and MWR employee have the potential for advancement. The directorate's management constantly looks for employees who are motivated, have positive attitude, and demonstrate potential. These are the attributes the senior leadership of Family and MWR are looking for when filling a vacant or new position. Employees who have been with DFMWR for a lengthy period should not automatically expect the next promotion based merely on longevity. Keep yourself motivated and look at your job with energy and excitement. Let your supervisors know that you want to advance and ask them to tell you what you have to do to have that opportunity. Such as continuing education for self-improvement (on-line classes, training courses, etc...)

YOU are the one that will make it happen.

Employee Attire and Appearance

Depending on the division that you are assigned to, your attire requirements will differ. Some divisions have uniforms or specific clothing item combinations that employees wear. Your attire will be coordinated to the work function you perform. At the very least, if your work site has no specific requirements, your daily attire should be neat, clean, and appropriate to your job. Supervisors are authorized to request that an employee change their clothing if they appear as unclean or if there is an appearance of, lewd or suggestive pictures or phrases, or items of clothing that are not appropriate to the work environment.

Employees working with or around food should always ensure that their appearance, hair, and personal hygiene meet the requirements of Preventative Medicine regulations. You will be specifically briefed on this at your job location.

Name Tags

All directorate employees receive nametags. Nametags will be always worn when on duty. This is a primary customer service issue. Loss of a nametag should be reported to your supervisor so that a replacement may be arranged.

Smoking

Employees will not smoke while on duty unless they are on break. Employees are granted breaks throughout the day, depending on work schedules. This includes off-site locations but not necessarily during special events. If you need to smoke, please take an authorized break, and distance yourself away from the general work area. Employee should not smoke in the presence of customers/clients.

Work Schedules

Your activity manager or supervisor establishes and posts work schedules, as appropriate, depending on your work assignment. In most of the FAMILY AND MWR business facilities, these schedules are posted two weeks in advance. From time to time it may be necessary to change schedules on short notice. Every attempt will be made to ensure that you are given as much advance notice as possible. Several directorate activities have standard and consistent work schedules for all employees. Your supervisor will advise you as to the work schedule you can anticipate depending on your employment status.

Attendance

Supervisors must be notified as early and as soon as possible if you must be absent or will not be able to reach your work area in time. A good attendance record is important and may be considered in your performance evaluation. If you cannot reach your supervisor, you should call your activity's main office number. If no one is reachable, you should keep trying until you have reached a member of your management team.

Annual leave must be approved through your supervisor and should be planned as much as possible in advance. Advanced sick leave must be approved through your supervisor also. Unscheduled sick leave should be used only in situations where you are too ill to come to work or you need to take care of an immediate family member.

APF and NAF Regular Full Time or Regular Part Time employee, you will accrue Annual Leave and Sick Leave. NAF Flex employees do not accrue either.

Annual leave is accrued if the employee is in a pay status and accrues at varying rates dependent on length of employment. Sick leave is accrued at 4 hours a pay period.

Pay Policies (NAF)

You will normally receive your paycheck on the same day every 14 days, 26 times a year. There will likely be a delay in getting your first paycheck. Delay occurs because of the time needed for processing your initial time and attendance record. If you have questions about your pay, talk it over with your supervisor. Direct deposit of your paycheck to a financial institution of your choice is a requirement of the Defense Finance and Accounting Services (DFAS). APF employees can monitor and make changes to their pay services (allotments, withholding, etc...) by accessing the MyPay system. Information for using this system may be obtained at <https://mypay.dfas.mil>. You will receive your Personal Identification Number

through the mail. When you have received your new PIN, log into <https://mypay.dfas.mil> to manage your pay. You will receive a Leave and Earnings Statement that shows the amount of your gross pay, the amount for each deduction, and the amount of your take-home pay. The following deductions are taken automatically: Federal Income Tax, State Income Tax, and Federal Insurance Contribution Act (FICA) Tax. If you're eligible for benefits and elect to participate, deductions will be made for the programs you choose such as: retirement, group life, medical and dental insurances; and deductions for the 401(k) or

Rest /Meal Breaks Periods

Short rest periods or breaks are permitted for protection of the employee's health, such as relief from hazardous work; relief of fatigue caused by continuous physical exertion when work performed in confined spaces limits personal activities; or, for increased efficiency or productivity. A 15-minute rest period is authorized for each 4 hours of continuous work. A rest period cannot be used as a continuation of the lunch or dinner period, nor can it be used to shorten the daily work schedule. Your supervisor establishes the rest period policy for your facility.

If you are scheduled to work more than 6 hours, you will be scheduled a meal period. Meal periods are indicated on the work schedule and are no less than 30 minutes, or more than 1 hour. The meal period is not considered duty time and therefore you are not paid for that time. If, however, the nature of your duties requires that you remain at the duty station, an on-the-job meal period may be established. In this case, you will be paid for an on-the-job meal period not to exceed 20 minutes.

Hazardous Weather Conditions

In the event of severe weather, which produces hazardous conditions for commuters, the Installation Chief of Staff will decide on reporting time for non-essential personnel. Upon your in-processing, you should have been made aware if your position is considered key and essential. If so identified, you are required to report to work according to your established work schedule. Key and essential positions are critical to operation and cannot be suspended or interrupted.

If road conditions are hazardous enough that delayed opening of non-essential operations are necessary to promote the safe arrival of personnel, an announcement will be broadcast over radio and television stations within the commuting area. The announcement will specify reporting times which non-essential personnel will be excused without charge to leave. When such a delay of operations occurs, you may hear it referred to as "delayed opening" or "suspension of normal operations until a specified time." Employees will be authorized administrative leave for these situations. Employees that are on scheduled annual or sick leave during a time where an authorized delay or suspension of activities has occurred are still charged their scheduled leave. If a 2-hour delay is issued it only applies to personnel who normally report prior to 0930.

Typically, the Command will not authorize delayed operations and, instead, will put into effect a "liberal leave" policy. This means that supervisors may approve annual leave for non-essential employees who choose not to come to work or to delay their reporting time for work due to adverse conditions. Unless there is a compelling reason to deny this request, supervisors will approve the leave request.

If adverse or hazardous conditions become apparent during your duty day, please be aware that only the Commanding General, Deputy Commanding General, or Chief of Staff may authorize the early release of non-essential civilian employees. If a situation arises where this authorization is given, a schedule will be announced, usually in 15-minute increments and designed to promote safety by reducing the number of vehicles leaving the Installation at the same time. Supervisors are required to follow the announced schedule. Deviation is allowed when an employee rides in a carpool with individuals who are leaving at different times.

Road Condition Phone Number – 573-563-4141

SEVERE WEATHER ANNOUNCEMENTS

KTTS	1260AM/94.7FM	Springfield
KWTO	560AM/98.7FM	Springfield
KLIK/KTXY	95AM/106.9FM	Jefferson City
KJMO	100.1FM	Jefferson City
KRMS/KYLC	1150AM/93.5FM	Osage Beach
KBTC/KUNQ	1250AM/99.3FM	Houston
KJEL/KIRK	750AM/103.7FM	Lebanon
KLWT	1230AM/92.1FM	Lebanon
KTTK	89.9AM	Lebanon
KTTR/KZNN	1490AM/105.3FM	Rolla
KUMR	88.5FM	Rolla
KJPW	1390AM/102.3FM	Waynesville
KFBD	97.7FM	Waynesville

Helpful Links

<https://leonardwood.armymwr.com/> Our Home Page

<https://home.army.mil/wood/index.php> Fort Leonard Wood's Home Page

www.usajobs.gov Job Search

<https://mypay.dfas.mil> Leave and Earnings Statement

<https://www.imcomacademy.com/ima/> IMCOM Academy Training Site

****NOTE*****

The Login ID for the Academy can be anything you choose. The password, however **MUST BE exactly 14 characters** using 2 special symbols, 2 upper case letters, 2 lower case letters, and 2 numbers.

HOW TO REGISTER LOG INTO the site listed above, once opened:

- click “Login” button pictured with a lock
- click “I Accept”
- click “Create New Account” on bottom bar

Civilian Training Requirements

There are a number of training requirements based on the position that you hold. However there are some trainings that are required by all employees, both as an on-boarding requirement and again as annual requirements. Annual training requirements must be completed by 31 July each year. Please contact your supervisor or the DFMWR Training Coordinator if you have questions.

Sexual Harassment

Sexual harassment is prohibited by law and ***is not tolerated***. Such conduct has the purpose or effect of substantially interfering with an individual's work performance or creates an intimidating, hostile, or offensive work environment.

Any employee who perceives they are being sexually harassed by a supervisor, superior, co-worker, or peer, should make it clear that such behavior is offensive and report the harassment to either or all of the following: the individual's supervisor or second level supervisor; a representative in the NAF or APF Personnel Center; a representative in the Installation's Equal Employment Opportunity Office (EEO); or the Commander or his representative.

Personnel Management

It is the goal of the DFMWR management team that all employees will receive proper personnel management. This includes many areas in which an employee is given information, feedback, clarification, training, and opportunities.

Insurance and Retirement Plans

Between the APF and NAF systems these plans are varied. Employees should consult with the appropriate Civilian Personnel Center for information.

Job/Position Descriptions

Your job or position description was provided to you upon in-processing. This was to ensure that you are aware of the duties of your job. Your supervisor can discuss with you all duty requirements, as outlined in your job description. At any time you feel that your overall job description is inaccurate, or does not accurately reflect what you actually do on a daily basis, you should bring your concern to your supervisor. You may also contact the NAF or APF Civilian Personnel Centers for assistance.

Personnel Records

Your official personnel records are established within the NAF Civilian Personnel areas. Your official folders will contain complete records of your work history and any personnel actions that have been completed. Performance ratings, disciplinary actions, letters of commendation, orders, and other authorized documents are also a part of this permanent file. You will be provided copies of all documents as they are processed. It is recommended that you establish and maintain your own file of these documents. Your supervisor will also keep a local file at the activity level that is used for filing the supervisor's copy of all documents processed and miscellaneous local papers that may be generated and used for performance planning and ratings.

Political Activity

The Hatch Act Reform of 1993 restored many of the political activity rights of Federal employees to include NAF that were taken away in the original Hatch Act of the 1930's. The current Hatch Act Reform provisions include:

What employees may do:

- ◆ Be candidates for public office in nonpartisan elections.
- ◆ Register and vote as they choose.
- ◆ Assist in voter registration drives.
- ◆ Express opinions about candidates and issues.
- ◆ Contribute money to political organizations.
- ◆ Attend political fundraising functions.
- ◆ Join and be an active member of a political party or club.
- ◆ Sign nominating petitions.
- ◆ Campaign for or against candidates in partisan elections.
- ◆ Distribute campaign literature in partisan elections.
- ◆ Hold office in political clubs or parties.

What employees may not do:

- ◆ Use their official authority or influence to interfere with an election.
- ◆ Collect political contributions unless both individuals are members of the same Federal labor organization or employee organization and the one solicited is not a subordinate employee.
- ◆ Knowingly solicit or discourage the political activity of any person who has business before the agency.
- ◆ Engage in political activity while on duty.
- ◆ Engage in political activity in any government office.
- ◆ Engage in political activity while wearing a uniform or official insignia identifying the employee's office or position.
- ◆ Engage in political activity while using a government vehicle.
- ◆ Solicit political contributions from the general public.
- ◆ Wear political buttons on duty.

- ◆ Be candidates for public office in partisan elections.

Labor Organizations

You have the right to join or not join a union. Depending on the labor organization, joining a union may require that you pay dues on a regular basis.

If your position is in the bargaining unit, you are covered by the collective bargaining agreement (union contract) and you should have been given a copy of the contract at the time you were placed in a bargaining unit position. Whether or not you choose to join the recognized labor organization, you are nonetheless covered by the collective bargaining agreement and will be represented by the recognized labor organization as specified in the bargaining agreement. Questions regarding the labor organizations on Fort Leonard Wood can be directed to the appropriate activity depending on your employment status as a NAF or APF employee. Your supervisor can assist you in retrieving the appropriate contact information.

Safety and Security

The safety and security of our employees and customers is taken very seriously. Depending on the position you have been employed in you may have been issued or will be issued safety equipment to wear while performing your daily duties. This equipment may include eye protection, gloves, back support, face masks, respirators, steel toed shoes, hearing protection, sharps containers, paint suits, or other safety equipment and clothing. If you need any special equipment due to health conditions, such as allergy, please contact your supervisor. Material Safety Data Sheets are located in each applicable area throughout the directorate.

If you are injured during duty hours you must immediately report such injury to your supervisor. Your supervisor will fill out an accident report and the applicable forms. You may be asked to go to the emergency room or seek medical attention from your own physician. All Family and MWR employees can be seen at the General Leonard Wood Army Community Hospital (GLWACH) emergency room for injuries while on duty. NAF employees who experience a non-emergent injury must go to the NAF personnel office before going to the emergency room or your physician. The NAF personnel office will give you a form to take with you that must be completed by the appropriate medical authority and returned to the NAF personnel office. All emergent injuries should be immediately transported to the GLWACH emergency room to seek medical attention. Your supervisor may contact the Occupation Health office at the GLWACH to receive further instruction in relation to an injury sustained while on the job. It is very important that you report any injuries received, no matter how insignificant it may appear to you. This will ensure that your medical care is paid for if applicable.

During your orientation you will receive basic safety information. Depending upon the division you work in and the job you are assigned you may be required to receive additional safety course instruction. If this is the case your supervisor will inform you of the safety class time and location. Fort Leonard Wood has an Annual Safety Day that you will also be allowed to participate in. Safety is critical to all employees and customers so please be conscientious in your daily work to ensure the safety of yourself and others.

Security is critical in all Family and MWR areas. If your job requires you to have access to money or to private rooms your supervisor will provide you in-depth information regarding the procedures to ensure your security and the security of others. If you are ever in a situation that you perceive to be suspicious in nature please notify your supervisor immediately. If you are issued facility keys please be sure that they are secured at all times.

Direct safety and security violations are taken very seriously and can result in suspension or dismissal from the job. Physical security of staff members, facilities, and contents are a top priority with senior Family and MWR management. Please ensure that you are aware of the requirements of your specific facility in which you work. Concerns should be immediately reported to your supervisor or any management official.

Force Protection

Force protection means exactly what it says, protection of our forces, our soldiers, civilians, families, facilities, etc...It is the responsibility of all individuals. How does that translate to you and your job? It means that you stay aware of your environment so that when something isn't quite right, or is definitely wrong, you'll notice. The Installation has procedures for reporting troublesome or suspicious activities. These procedures are posted in every DFMWR facility. You may also ask your supervisor for assistance. Force Protection is categorized in levels. Directorate of Family and MWR facilities, activities, and services are affected in different ways depending on the level of Force Protection established. Your supervisor is aware of the specific requirements for your facility and will direct you appropriately in the event that Force Protection levels change while you are on or off duty. It is important that your supervisor know how to be in touch with you if necessary. If your contact information changes please ensure that you update this with your supervisor.



DEPARTMENT OF THE ARMY
INSTALLATION MANAGEMENT COMMAND
HEADQUARTERS, UNITED STATES ARMY GARRISON, FORT LEONARD WOOD
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FORT LEONARD WOOD, MO 65473-8929

AMIM-LDG-ZA (690-500g)

MEMORANDUM FOR All Garrison Personnel

SUBJECT: Garrison Policy 41 - Employees Code of Conduct

1. References:

a. Army Regulation (AR) 690-752 (Civilian Personnel Disciplinary and Adverse Actions), 10 February 2022

b. AR 600-20 (Army Command Policy), 24 July 2020

c. Installation Management Command (IMCOM), Command Policy # 8, Service Culture Campaign (SCC), July 8, 2022.

2. Purpose: This policy defines appropriate behavior, inappropriate behavior, disruptive behavior, and the actions leadership should take when inappropriate or disruptive behavior is identified.

3. Applicability: This policy applies to all Appropriated Fund and Non-Appropriated Fund Employees assigned to the United States Army Garrison, Fort Leonard Wood, Missouri (USAG-FLW)

4. Appropriate behavior: Promote positivity, civility, and respect by building good relationships and supporting missions and values. Examples of appropriate behavior include, but are not limited to:

a. Constructive criticism conveyed in a respectful and professional manner without the application of unnecessary blame and or shame for adverse outcomes.

b. Encouraging clear communication.

c. The respectful expression of dissatisfaction with work related matters through appropriate chain of command, grievance channels or other appropriate means such as an open-door policy.

d. Use of a cooperative approach to problem resolution.

e. Professional comments to any leadership, managerial, supervisory, coworker or administrative staff.

5. Desirable staff behaviors.

- a. Treat others with respect, courtesy, and dignity.
- b. Conduct one's self in a professional manner.
- c. Respond in a timely manner to staff requests.
- d. Respond to all work-related communications in a timely and suitable manner under the circumstances the communication was provided.
- e. Encourage clear communication and work effectively as part of the team.
- f. Respect employees, their rights, and confidentiality

6. Inappropriate behavior: Any conduct that is reasonably interpreted as demeaning or offensive. Examples of inappropriate behavior include, but are not limited to:

- a. Belittling or condescending language.
- b. Berating and disrespectful behavior
- c. Unprofessional comments.
- d. Deliberate lack of cooperation.

7. Disruptive behavior: Any abusive conduct including sexual or other forms of harassment or other forms of physical, verbal, or non-verbal conduct that harms or intimidates others. Disruptive behavior is potentially actionable. Examples of disruptive behavior include, but are not limited to:

- a. Generally, unlawful discrimination or mistreatment of others.
- b. Deliberately undermining the effectiveness of a person or team.
- c. Making false accusations against another co-worker.
- d. Intentionally putting staff members in conflict with each other.
- e. Verbal comments that are vindictive, intentionally hurtful, or go blatantly beyond the bounds of professional discourse.
- f. Physical contact with another individual that is threatening, offensive, hurtful, or intimidating.

g. Threats of violence or retribution.

8. Responsibilities:

a. Commander:

(1) Create and sustain an organizational culture that is not tolerant of disruptive or inappropriate behaviors. Any violation of this policy could result in disciplinary action.

(2) Ensure support to any individual impacted by disruptive or inappropriate behaviors.

b. Deputy Garrison Commander

(1) Enhance awareness and knowledge of the quality, safety, morale, and cost benefits of professional behavior.

(2) Put organizational systems in place to identify, monitor, document, and respond fairly to complaints as appropriate to address and manage alleged disruptive behavioral complaints (e.g., Sensing Sessions).

c. Directors/Special Staff:

(1) Enforce this policy that will reinforce the organization's culture of individual respect, dignity, civility, and employee safety.

(2) Conduct inquiries for fact finding, and document circumstances related to incidents or employee misconduct. Use a cooperative approach to problem resolution.

d. First line/Immediate Supervisors:

(1) Adopt and model acceptable workplace behavior.

(2) Recognize and promptly address alleged unacceptable behavior complaints.

(3) Utilize non-confrontational methods for reporting and addressing inappropriate behaviors or misconduct pursuant to this policy.

(4) Ensure subordinates are informed and familiar with internal avenues for conflict resolution.

(5) Use official time in an honest effort to perform official duties and do not ask subordinates to perform duties outside of their official duties.

(6) Handle all personnel matters on a merit basis. Comply with applicable rules and regulations governing personnel matters. Considering an employee's Religion, race, gender, sexual orientation, disability, favoritism, or age violates merit principles.

e. All Garrison personnel:

(1) Conduct themselves in a professional and cooperative manner.

(2) Will not ignore violent, threatening, harassing, intimidating behavior.

(3) Are accountable for their own behavior and actions.

(4) Always act in a respectful manner to enhance collaboration, mutual respect, and trust among the garrison team.

(5) Address disagreements in a constructive, respectful manner.

(6) Cooperate in inquiries, and/or investigations.

(7) Always put forth their best effort in the performance of their duties.

(8) Notify your supervisor in the event you are the recipient of or involved in professional misconduct.

9. Point of contact for this policy is Mr. Michael A. Beando, Director, Human Resources, Michael.a.beando.civ@army.mil, 573-596-4866.

ANTHONY F. POLLIO, JR
COL, MI
Commanding

Family and Morale, Welfare, and Recreation Employee Award Program

We have an employee award program in which employees can nominate other employees or supervisors for, they are:

Employee of the Quarter - This award is Family and MWR's recognition of employees who exhibit exceptional performance and reflect positively upon the organization continuously throughout the quarter.

Unsung Hero Award - For employee or group of employees:

This award recognizes an employee or group of employees who have made a positive "behind-the-scenes" contribution to the mission of the FMWR organization that would not ordinarily be acknowledged by other types of formal awards such as the Employee of the Quarter or the Catch Me Award.

Catch Me Award - On the spot award from employee to employee or supervisor to employee:

Once an employee receives the card, they turn it into their supervisor with a leave form and supervisor turns it into Division Admin for tracking. Cards cannot be combined, and cards must be used within the quarter they were received

Remarkable Leader Award - For managers or supervisors:

This quarterly award provides recognition of managers, supervisors, or employees acting in a supervisory/managerial capacity.

The Dream Team Award - For a group of employees:

This award is presented for recognition of outstanding teamwork within the FMWR organization.

Facility Award Program - This award recognizes a Facility, which shows a positive contribution to the mission of the FMWR organization through contribution by employees within that facility.

Employee of the Year:

This award is FMWR's recognition of any employee who exhibits exceptional performance and reflect positively upon the organization continuously throughout the year.

EMAIL NOMINATIONS TO: Usarmy.leonardwood.id-training.list.dfmwr-fmwr-awards-committee@army.mil

