

## Supervisor

Open and effective communication between you, your co-workers, staff and supervisor is essential to having effective employee/supervisor relationships as well as for the successful and efficient operation of the organization. However, concerns or disagreements do occasionally occur at the workplace. Any concerns or issues of dissatisfaction should be first addressed with your immediate supervisor in an effort to seek resolution. The DHRM encourages the prompt and informal resolution of any dissatisfaction and disagreements among employees at the earliest opportunity and at the lowest level possible. If resolution of the situation is not promptly and satisfactorily achieved through this discussion, there are other avenues available.

## Mid-Level Managers/Upper Management

If any concerns or issues of dissatisfaction first addressed with your immediate supervisor has not been met with prompt and satisfactory resolution, assistance may be addressed with your mid-level manager. Mid-level managers serve as intermediaries between the first-level managers and the highest level within the management of the Department or organization. These managers are also involved in the daily operations, and they often depend on the input of first-level managers (supervisors).

The next level to seek resolution with the Upper-level manager. The Upper-level managers usually include chief executive officers, administrators and other leaders responsible for developing the vision and making the executive decisions that affects the State Agency's future. Upper-level managers rely on input from mid-level managers to determine what direction the Agency is heading and if any changes need to be made.



## Employee Assistance Program

The State's Employee Assistance Program (EAP) provides support, resources and information for personal and work issues. EAP services are currently provided by ComPsych Corporation's GuidanceResources®. Services include financial information and resources, legal support and resources, work-life solutions, clinical counseling and critical incident stress management. Services are confidential and the first two sessions are provided at no charge to qualifying employees and their eligible dependents.

Initial access to services will be through either the toll free phone number or the internet. A Master's or Doctoral degree-level counselor will answer the toll free number 24 hours a day, 7 days a week and 365 days a year.

Toll free phone number: (888) 972-4732

TDD (800) 697-0353

Website: [www.guidanceresources.com](http://www.guidanceresources.com) (web ID: STATENV)

## Employee Dispute Resolution Mediation Program

Mediation is an informal confidential and voluntary process in which a neutral third party assists disputing parties in reaching a resolution.

The primary purpose of the Mediation Program is to provide a responsive, informal, confidential, effective means of resolving conflicts as an alternative to formal proceedings. The mediation process is not designed to limit or replace established grievance or complaint procedures, but serves as a supplement to the more formal process.

The mediation process allows the parties to explore options and solutions to resolve issues at the lowest possible level. Mediation seeks to achieve a "Win-Win" resolution by empowering parties to formulate a mutually agreeable resolution while maintaining management and employee rights. The Mediator and either party involved in the mediation may end the mediation session any time if it is felt that a positive effort is not being made to resolve the issue. In addition the Mediator may bring the mediation to a close if there is a threat of harm, abuse of the process or violence.

You may make a request to management, your agency coordinator, and/or the Mediation Program Administrator of your needs or intent to enter into the process, with the understanding that all involved parties must voluntarily agree to mediate. Please contact the DHRM EEO Officer at (775) 684-0104 or [tammys@admin.nv.gov](mailto:tammys@admin.nv.gov). You may also obtain Mediation Program information at [www.hr.nv.gov](http://www.hr.nv.gov).

## Employee Dispute Resolution Grievance Procedure

It is State policy to ensure that employees receive fair and equitable treatment. The DHRM supports employee-supervisor relations by encouraging communication and reconciliation of work-related problems. The grievance procedure is available for expressing legitimate dissatisfaction without fear of criticism or retaliation.

If you are aggrieved by an action that relates, but is not limited, to such issues as working conditions, discipline, a report on performance, or the inconsistent application of policies and procedures, you may file a written grievance. Before filing a grievance, you should attempt to resolve the situation through informal discussions with your supervisor.

You may file a grievance electronically via the Nevada Employee Actions and Timekeeping System (NEATS) homepage or hard copy forms are available through the DHRM website and your Personnel Representative.

Information on how to file a grievance may be found on the Grievance FAQ's. (LCB File R076-15, NAC 284.658 through 284.697). For more information related to the grievance process, you may contact your Personnel Representative or the DHRM's Consultation & Accountability section at (775) 684-0135 or (775) 684-0149.

## Nevada Equal Rights Commission

The Nevada Equal Rights Commission (NERC) oversees the state's Equal Employment Opportunity program, handling employment discrimination complaints relating to: race, national origin, color, creed/religion, sex, sexual orientation, age (40 and over), disability, genetic information, and gender identity or expression. NERC works with the federal Equal Employment Opportunity Commission to investigate and bring suit for complaints of discrimination. NERC also has jurisdiction in Nevada to investigate allegations of discrimination in housing and places of public accommodations.

For Southern Nevada cases, NERC Las Vegas may be reached at (702) 486-7161.

For Northern Nevada cases, NERC Reno may be reached at (775) 823-6690. Website: <http://nvdetr.org/nerc.htm>

## U.S. Equal Employment Opportunity Commission (EEOC)

The U.S. Equal Employment Opportunity Commission (EEOC) enforces Federal laws prohibiting employment discrimination.

If you believe you have been discriminated against by an employer, labor union or employment agency when applying for a job or while on the job because of your race, color, religion, sex (including pregnancy, gender identity, and sexual orientation), national origin, age (40 or older), disability or genetic information, or believe that you have been discriminated against because of opposing a prohibited practice or participating in an equal employment opportunity matter, you may file a charge of discrimination with the EEOC. All laws enforced by EEOC, (Title VII of the Civil Rights Act (Title VII), Americans with Disabilities Act (ADA), Age Discrimination in Employment Act (ADEA), and Genetic Information Nondiscrimination Act (GINA), except the Equal Pay Act (EPA)) require filing a charge with EEOC before a private lawsuit may be filed in court.

To protect your legal rights, it is always best to contact EEOC promptly when discrimination is suspected. There are strict time limits within which charges must be filed. Please review the information for your state, and the specific charge filing instructions for the appropriate office.

If you have an employment discrimination question or if you wish to file a charge, please call the EEOC National Contact Center toll-free at 1- (800) 669-4000 or 1- (800) 669-6820 (TTY). [www.eeoc.gov/eeoc/](http://www.eeoc.gov/eeoc/)

## Equal Employment Opportunity

The Equal Employment Opportunity (EEO) process is handled by the State's DOA DHRM EEO Office. State agencies and state employees, (whether the employee is seasonal, probationary, temporary and/or permanent), may receive services from the EEO Office.

The State's EEO Office has several roles and missions:

- Provide advice and guidance to state agencies and state employees about EEO matters.

- Recommend and assist with the implementation of policies to create and maintain a work environment free of harassment and discrimination.
- Develop and deliver EEO/Affirmative Action (AA) training for employees, supervisors and management.
- Develops and administers the State Mediation Program.
- Conducts community outreach to market the State of Nevada as "The Employer of Choice" in support of the State's Affirmative Action initiatives.
- Provides oversight for the State's Affirmative Action Plan and reports.

Nevada law makes it illegal for an employer to discriminate on the basis of race, age (over 40), national origin, color, religion, sex/gender, disability, sexual orientation, gender identity or expression, Genetic information and Opposing unlawful employment practices.

Employees may file a Harassment/Discrimination complaint by submitting it through the NEATS system (link on your home page once signed in), or by reporting it to your agency coordinator, or by completing form NPD-30 "Sexual Harassment or Discrimination Complaint Form" found on the [hr.nv.gov](http://hr.nv.gov) website under the Forms link, or by calling the Harassment/Discrimination Hotline at (800) 767-7381.

**Employees are also entitled to file a complaint with the Equal Employment Opportunity Commission ([www.eeoc.gov](http://www.eeoc.gov)), the Nevada Equal Rights Commission ([www.nvdetr.org/nerc.htm](http://www.nvdetr.org/nerc.htm)), or consult with an attorney or labor representative.**



# EMPLOYEE REFERENCE GUIDE

Prepared by the  
State of Nevada

Department of Administration (DOA)  
Division of Human Resource Management (DHRM)  
Equal Employment Opportunity (EEO)  
November 9, 2016

This reference guide is provided for all employees serviced by the DOA DHRM. The purpose of this guide is to provide a quick reference on the various programs and forums available to address different employee personnel concerns and issues. Employees should not make a decision based solely on the information contained in this guide, but should carefully review the various programs through the links and/or references provided in this guide. This will help you ensure that your concerns are addressed under the correct program in a timely manner.

Your servicing Personnel Representative in the HR Division is available to answer your questions about the various programs or you may be referred to the appropriate subject matter expert. If you do not know who your assigned Personnel Representative is, you may contact the DHRM Office listed below. You may also contact the EEO Office at (702) 486-0988.

### Human Resource Management

MAIN PHONE: (775) 684-0150

TDD for the Hearing Impaired: (800) 326-6868 EMAIL:

[hrm@admin.nv.gov](mailto:hrm@admin.nv.gov)

Equal Employment Opportunity (EEO)  
(702) 486-0988