

NON-APPROPRIATED FUND (NAF)

EMPLOYEE HANDBOOK



**FOOTPRINT OF THE ROCK**

*Distributed by:  
NAF Human Resources Office  
19th Force Support Squadron  
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*We are providing you with this handbook to acquaint you with the Force Support Squadron and provide answers to many of your questions concerning your job and conditions of employment. You may obtain additional information from your supervisor.*

*The information contained in this employee handbook is not meant to be all-inclusive. The Human Resources Office (HRO) is available to answer further questions.*

## **SECTION A -- YOUR EMPLOYER**

You are now a civilian employee of the Department of Defense (DoD) and paid from Nonappropriated Funds (NAF). Although you are a federal employee of DoD, NAF employees are separate and distinct from Appropriated Fund (commonly known as civil service) employees who are paid from funds appropriated by Congress. You are responsible to your immediate supervisor. Two-way communication is the secret to solving problems, having an effective work force, and reaching mutual goals. You should know your chain of command.

The American Federation of Government Employees (AFGE), Local 2066, is the exclusive representative of all nonsupervisory regular employees who have completed their probationary period. The Union represents the interests of all such employees without discrimination and without regard to Union membership with respect to grievances, personnel policies, practices, and procedures or other matters affecting your general working conditions. Copies of the Union agreement can be found on your employee bulletin boards.

## **SECTION B -- THE HUMAN RESOURCES OFFICE**

The Human Resources Office (HRO) is the operating office designated to administer the NAF Personnel Management System. The HRO is located in building 1255. The official address of the HRO is: 1255 Vandenberg Blvd. Ste. 227 Little Rock AFB, AR 72099-4942. The hours of operation are from 7:30 a.m. to 4:30 p.m., with the exception of Fridays when we close at 12:00 p.m. for training. Our telephone number is 987-6440. If you have a question your supervisor cannot answer, feel free to call the HRO. If you have business to conduct at our office, you should get permission from your supervisor before leaving your work area.

## **SECTION C -- EQUAL EMPLOYMENT OPPORTUNITY (EEO)**

Air Force policy mandates that all employees will be free from any discrimination based on race, color, religion, sex, national origin, age, physical or mental disability, or reprisal/retaliation. Every employee and/or supervisor has the responsibility to ensure that persons who take part in presenting or in the processing of discrimination complaints are

free from restraint, interference, coercion, discrimination, or reprisal. This includes complainants, their representatives, witnesses, and EO officials.

Addressing concerns at the lowest level is the most effective way to resolve an Equal Opportunity issue. However, if an employee is not comfortable discussing their concerns with the chain of command they may contact an Equal Opportunity counselor within 45 calendar days of alleged offense or in the case of a personnel action, within 45 days of the effective date of the action. For further information, you may call the Equal Opportunity Office at 987-8629.

## **SECTION D -- TYPES OF APPOINTMENTS**

There are two types of appointments, regular and flexible. Supervisors determine which type of appointment will be used. The following describes the compensation and benefits for each type of appointment.

**1. Regular Appointments:** Regular employees have a regular and continuous work schedule of at least 20 hours to a maximum of 40 hours per week. If your appointment is regular, you will be eligible for the following benefits and compensation:

- ✓ Health and Life Insurance
- ✓ Awards
- ✓ Retirement (after 1 year)
- ✓ Military Leave
- ✓ Annual Leave
- ✓ 401K (after 30 days)
- ✓ Sick Leave
- ✓ Holiday Pay
- ✓ Shift Differential
- ✓ Overtime
- ✓ Worker's Compensation

**2. Flexible Appointments.** Flexible employees have work schedules that depend on the needs of the activity. Employees may work a minimum of zero to a maximum of 40 hours per week. Employees on a flexible appointment may be converted to regular at any time by the approving official, providing there is a need and the budget will support a regular category position.

Employees whose appointments are flexible are eligible for:

- ✓ Awards
- ✓ Overtime

✓ Worker's  
Compensation

✓ Shift Differential

## **SECTION E -- PROBATIONARY PERIOD**

All new employees must serve a probationary period. A probationary period is used to test your ability, suitability, and fitness for the job, as shown by the actual job performance. The length of the probationary period is:

- **Crafts and Trades** (NA and NL) employees serve 6-month probation.
- **Crafts and Trades** (NS only) employees serve 12-month probation
- **Pay Band NF-I - NF-II** employees serve 6-month probation.
- **Pay Band NF-III - IV** employees serve 12-month probation.
- **(CY) Employees** (Child and Youth Program Assistants) serve 12-month probation.

During this period, your conduct and performance are observed and you may be separated if conditions warrant.

## **SECTION F -- PAY ADMINISTRATION**

1. **PAYDAYS AND PAYCHECKS:** You will be paid every two weeks for a total of 26 pay periods a year. Effective 1 Jan 1999, Public Laws 103-356 & 104-134 required that Federal wage, salary, and retirement payments be paid to employees by Direct Deposit (DD)/ Electronic Funds Transfer (EFT). This requirement is mandatory. You may have your paycheck sent directly to a financial institution of your choice and have allotments taken out for savings, loans, savings bonds, etc.

*NAF positions are classified into one of three major pay setting systems:*

- A. NAF Crafts and Trades (CT)** - NA-non-supervisory, NL-leader, or NS-supervisory which consists of fifteen grades with five steps in each grade. New employees normally start at step one and progress through the five steps as follows:

**Within-Grade Increase – Duration of Waiting Period for Regular Employees**

<b>R U L E</b>	<b>A</b>	<b>B</b>	<b>C</b>	<b>D</b>
	If within-grade increase is for a person who is	And calendar weeks in a nonpay status do not exceed	Then employee advances to step rate	At the end of
1	NA, NL, NS	1	2	26 calendar wks
2		3	3	78 calendar wks
3		4	4, 5	104 calendar wks

**Within-Grade Increase – Duration of Waiting Period for Flexible Employees**

<b>R U L E</b>	<b>A</b>	<b>B</b>	<b>C</b>
	If within-grade increase is for a person who is	And the employee has worked at least	Then employee advances to step rate
1	NA, NL, NS	130 workdays in no less than 26 weeks	2
2		390 workdays in no less than 78 weeks	3
3		520 workdays in no less than 104 weeks	4, 5

*\*\*Examples of positions in this pay system include: Food Service Worker, Cook, Waiter, Custodial Worker, Bartender, Mechanic, etc.*

- B. NAF Pay Banding System (NF)** - consists of six levels with a minimum and maximum pay rate established for each level. New employees normally start at the minimum pay rate in the

level hired. However, a supervisor may recommend pay be set at any rate within the minimum and maximum rates of the pay band (subject to approval by the appropriate approving authority). The rate of pay will usually depend on the amount of responsibility, the qualifications of the incumbent, and budget restrictions, etc. Increases in pay within the pay band may be recommended at any time a supervisor feels an increase is justified. Increases are subject to approval by the facility manager and appropriate approving authority. *\*\*Examples of positions in this pay system include: Cashier, Recreation Aid, Accounting Tech, Office Automation Clerk, etc.*

**C. CY Pay Band System (CY)** - positions have been established for Child and Youth Program Assistants. Each band has a minimum and maximum salary. Pay adjustments may be granted at any time deemed appropriate by management. Pay for CY positions is governed by the CY Pay System Program Guidance dated October 2008.

## 2. OVERTIME

**A.** You may occasionally be required to work overtime. How your position is classified determines how you are paid for overtime. The following guidelines will be followed:

<b>Pay Plan Paid</b>	<b>Work Performed in Excess of</b>	<b>Rate</b>
Crafts & Trades (NA, NL & NS)	8 hours per day or 40 hours per week	1 ½ times hourly rate
Pay Band (NF & CY)	40 hours per week of actual work	1 ½ times hourly rate

**B.** Positions are classified as exempt or nonexempt under the Fair Labor Standards Act (FLSA). Your position guide indicates your FLSA exempt or non-exempt status. Eligible exempt employees may be given compensatory time off or be paid for

their overtime hours. All nonexempt employees must be paid overtime.

### 3. HOLIDAY PAY (Regular Employees)

- A. If you are a regular employee working 20 to 40 hours per week, you will receive holidays off with pay whether or not the holiday falls within your scheduled workweek. If the holiday falls on your normal day off, you will be entitled to observe the holiday on the day preceding or the day following the holiday as established by the manager.
- B. If you are a regular employee and are required to work on the holiday, you will receive holiday premium pay plus pay for the number of hours you worked. The following lists all observed legal holidays:

New Year's Day	1 January
Martin Luther King's Day	3rd Monday of January
President's Day	3rd Monday of February
Memorial Day	Last Monday of May
Independence Day	4 July
Labor Day	1st Monday of September
Columbus Day	2nd Monday of October
Veteran's Day	11 November
Thanksgiving Day	4th Thursday of November
Christmas Day	25 December

- C. If you are a flexible employee, you are not entitled to observe the holiday or receive holiday pay if required to work.

4. **SUNDAY PREMIUM PAY:** All employees regularly scheduled on a Sunday, are entitled to Sunday premium pay. Compensation will be paid at 25% over your basic hourly rate for hours worked on Sunday not to exceed 8 hours.

5. **NIGHT SHIFT DIFFERENTIAL PAY: *Crafts & Trades and Pay Bands I and II:*** If you are an hourly rate employee, you are entitled to night shift differential pay. You are paid your scheduled rate of basic pay, plus a differential of 7 ½ % of your scheduled rate for regularly scheduled non-overtime work when a majority is

between 3:00 pm and midnight; or 10 % for majority of whole hours worked between 11:00 pm and 8:00 am.

6. **NIGHT SHIFT DIFFERENTIAL PAY:** *CY and Pay Band III and above:* Employees receive night pay differential (basic rate of pay plus 10% for hours worked between 6 p.m. and 6 a.m.) when regularly scheduled.
7. **RESERVIST DIFFERENTIAL PAY:** NAF employees who are also members of the Reserve or National Guard called or ordered to active duty under certain specified provisions are eligible to receive reservist differential. Please contact the HRO office at 987-6440 for further information.
8. **CALL-BACK DUTY TIME:** Call-back duty time is when a regularly scheduled, regular or flexible, employee is required to work on a day when work was not scheduled, or when the employee is officially required to return to his or her place of employment. **Compensation of call-back is at least two hours (whether or not work is performed),** including make-ready and clean-up time. Compensation is computed at your regular basic rate of pay, unless the number of hours worked that day or week entitled you to overtime pay.
9. **CALL-IN DUTY TIME:** Call-in duty time is work performed by an unscheduled flexible employee who is officially required to report for work. **Compensation for call-in duty must be at least two hours, (whether or not work is performed),** including make-ready and clean-up time. Compensation is the same as for call-back duty time.

## **SECTION G -- HOURS OF WORK**

- 1. WORK SCHEDULES:** You will have access to a posted work schedule. If you are a flexible employee, you may be subject to "on call" work in addition to hours posted on the schedule. A time clock is used at most locations for clocking in and out. Clocking in early or clocking out late without supervisory approval will not be allowed. Employees will be given one week's notice for a schedule change if work is normally scheduled in advance, except in cases where operational problems arise where a one-week's notice cannot be given.

Changes in your work schedule can only be approved by your supervisor. If you need to have your schedule changed for any reason, you need to let your supervisor know as far in advance as possible so that a replacement may be scheduled for your shift.

- 2. SPLIT SHIFT:** A split shift is two or more work periods within the workday, excluding overtime, when the break between the work periods exceeds 1 hour. Employees who are required to work split shifts must be allowed to use the time off between their shifts as they wish. If an employee is required to remain on the premises or to be available for work that may occur during the break, the break, under the Fair Labor Standards Act (FLSA), must be counted as hours of work. While clocked out, employees are not authorized to conduct work of any kind and are free to leave the facility for the entirety of the break.
- 3. MEAL PERIODS:** Non-compensated meal periods will be scheduled for not less than thirty minutes and not more than one hour. During these meal periods, you will be free of duty. Under conditions where time-off for a meal period is not possible, a meal period of twenty minutes or less may be authorized and is included in the scheduled tour of duty. The time covered by the twenty minutes or less is compensable and must be spent at or near your workstation. No employee will be required to work more than six consecutive hours in any workday without a meal period.
- 4. REST PERIODS:** Supervisors will normally grant short compensable rest periods, not exceeding fifteen minutes, during

each four hours of continuous work in the regular workday, when it will not adversely affect mission accomplishment. Rest periods may not be scheduled in conjunction with a meal break or the beginning or ending of a work shift. No separate breaks will be given for tobacco-use purposes.

## **SECTION H -- DUAL COMPENSATION**

NAF employees may not receive pay from more than one position of the federal government for more than 40 hours per week. If you are a part-time employee, you may work in other positions as long as the total hours worked in all jobs do not exceed 40 hours per week. This restriction applies to all jobs within the United States Government, including appropriated fund (civil service) and Base Exchange (AAFES) jobs. The only exception is employment with the U.S. Postal Service. Employees may be employed in a regular and flexible position, or in two flexible positions. However, they may not be employed in two regular positions.

## **SECTION I -- OFF-DUTY MILITARY (ODM) PERSONNEL**

Active duty enlisted personnel may be hired as NAF employees during their non-duty hours, but may not work more than 34 hours a week. ODM employees are not eligible for group health insurance, workers' compensation, or retirement.

Active duty military members who are planning on retirement from military service are subject to the 180-day restriction governing military retirees. If you are currently in a NAF position, you may continue to work in your NAF job after retirement. However, there can be no change in employment status during the 180 days following your retirement without approval of the Director.

## **SECTION J -- POSITION CLASSIFICATION**

Your position guide and/or position description is just that - a set of guidelines. It is a summary of your major duties. It is not intended to cover every minor duty assignment, permanent or temporary in nature that is given to you. Incidental tasks or duties required of you are frequently necessary in order to operate the organization successfully.

The supervisor determines the duties and responsibilities that will be assigned to a position and it is then classified. This basically means comparing the assigned duties to established standards and assigning either a pay plan and grade or pay band.

Should the duties of your position change significantly, your supervisor may rewrite your position guide and submit it for reclassification. If the new duties result in a higher grade or pay level, you may be promoted non-competitively into the new position.

**SECTION K -- LEAVE AND OTHER ABSENCES**

**1. ANNUAL LEAVE (REGULAR EMPLOYEES):** Annual leave is paid time off from work for vacations or to transact personal business which cannot be taken care of during off-duty hours. Annual leave is charged in 15-minute increments. Submit leave requests on OPM Form 71, *Request for Leave*, to your supervisor. Your supervisor is the approving authority for leave.

You will start to earn annual leave immediately upon appointment or change to a regular position; however, it will not be available for use until you have completed a 90-day wait period. The amount of leave earned and your balance will appear on your Leave and Earnings Statement (LES). You may accumulate and carry over up to 240 hours of annual leave each year. Leave in excess of 240 hours must be used prior to the end of the leave year or it is forfeited.

If you resign or are separated beyond the initial 90-day waiting period, you will receive a lump-sum payment for any unused annual leave balance to your credit. This lump sum payment will generally be paid within two pay periods of your separation.

Annual leave is earned based on the number of hours worked in the pay **period:**

0-3 years of service	5% of hours worked per pay period
3-15 years of service*	7.5% of hours worked per pay period
15+ years of service	10% of hours worked per pay period

\*Between 3 and 15 years of service, annual leave earned during the last pay period of the year is earned at the rate of 12 ½ %.

- 2. SICK LEAVE (REGULAR EMPLOYEES):** Sick leave is intended solely for absences when you are too ill to work or for visits to your doctor, dentist, or eye doctor for examination or treatment, or to care for a family member, or for purposes related to the adoption of a child. There is no waiting period for the use of sick leave. Sick leave is earned at the rate of 5% of the hours worked each pay period. Payment for unused sick leave may not be made to an employee under any circumstances. Employees should use OPM Form 71, *Request for Leave*, to request sick leave. Sick leave should be requested in advance, when possible.

Employees should request sick leave by contacting their immediate supervisors or designees as soon as possible after the start of their regular workdays. Normally, this will be not later than one hour after the start of the employee's workday. Supervisory approval must be granted before it is taken. You may be required to furnish a doctor's certificate after three days of absence.

- 3. LEAVE WITHOUT PAY (LWOP):** LWOP may be granted to you, upon request, for reasons acceptable to the supervisor. There is no requirement to grant LWOP if it will disrupt operations in any way. LWOP may be granted to a regular employee in lieu of annual or sick leave. LWOP is charged in 15-minute increments. Activity managers may approve LWOP up to 30 days and the Force Support Squadron Commander will approve LWOP over 30 days. LWOP for Regular Employees moving with Head of Household may be granted for 150 days in order to avoid a break in service. Contact the HRO for more information.
- 4. ABSENCE WITHOUT LEAVE (AWOL):** AWOL is an absence from duty which was not authorized or for which leave is denied. These unauthorized absences may form the basis for disciplinary action.
- 5. LEAVE FOR MATERNITY REASONS:** If you are a regular employee, you may be granted sick leave, annual leave, and LWOP

for incapacitation due to pregnancy as supported by a medical certificate.

6. **FAMILY AND MEDICAL LEAVE PROGRAM:** If you have completed 12 months of service, you are entitled to use up to a total of 12 weeks (proportional to hours worked) of unpaid family and medical leave in a 12-month period, with employment and benefits protection. This entitlement is for certain medical needs such as birth or adoption of a child; care of spouse, parent, child who has a serious health condition; or serious health condition of the employee. More information and details may be obtained from the HRO.
  
7. **FAMILY FRIENDLY LEAVE ACT (FFLA):** The FFLA authorizes the use of up to 40 hours of sick leave per leave year for family care and bereavement. There is no minimum balance of sick leave required to use the first 40 hours. If you maintain a minimum balance of at least 80 hours of sick leave, you may use up to an additional 64 hours of sick leave per leave year. This calculation is based on a 40-hour workweek. For all other employees, the basic amount of sick leave that may be used for family care and bereavement is equal to the average number of non-overtime hours of work in your scheduled workweek. This is determined by averaging your non-overtime hours in workweek over the 12 workweeks prior to the date the requested leave begins. In addition, if you maintain a sick leave balance equal to at least twice the weekly average of non-overtime hours worked each week as computed above, you may use an additional amount equal to the number of hours of sick leave normally accrued during a leave year minus the basic amount of sick leave authorized for FFLA.
  
8. **MILITARY LEAVE:** If you are a regular employee and a member of a Reserve or National Guard unit, you are entitled to an excused absence up to a maximum of 15 calendar days in any year, without loss of pay, time, or performance rating when called to active duty or for active duty training.
  
9. **FORCED LEAVE:** Management uses forced leave when reduced or suspended business operations result in reduced or suspended work schedules. Forced leave will be used only when the required

24-hour notice for schedule change cannot be met. If you are a regular employee, you will be paid for actual hours you worked and have the option of using annual leave or LWOP for the remainder of your shift. If you are a flexible employee you will be paid for actual hours worked, and relieved of duty.

- 10. COURT LEAVE:** You will be authorized absence for jury duty or for attending court as a witness on behalf of the U.S. Government or the government of the District of Columbia upon advance notice of a court order, subpoena, summons, or any other judicial notification. If you are a regular employee on court leave, you will receive your regular pay for such time off or retain the court fees received from the court, whichever is the greater amount. If the court fees are the lesser amount, such fees excluding transportation costs will be turned over to the Resource Management Flight.
- 11. BLOOD DONATIONS:** The Air Force encourages its employees to volunteer as blood donors for unpaid donations to blood banks or in emergencies to individuals. You may be excused for the time required to donate blood and recover up to a maximum of 4 hours.
- 12. VOLUNTARY LEAVE TRANSFER PROGRAM:** The Voluntary Leave Transfer Program (VLTP) permits you to donate annual leave to other Air Force NAF employees who suffer a substantial loss of income because they have insufficient sick and annual leave to cover lengthy periods of absence caused by a medical emergency. Affected employees submit an application through the first-level supervisor to the approving official. The VLTP is not used to cover absences of 80 hours or less.

## **SECTION L -- POSITION CHANGES**

- 1. FILING POSITIONS:** If you are interested in being considered another NAF position, follow the application procedures on [www.NAFJobs.org](http://www.NAFJobs.org).
  - A. MILITARY SPOUSE PREFERENCE (MSP) –** Any military spouse meeting the minimum qualifications of a job is given first preference for NAF employment in pay band NF-III

and below, CY positions, and equivalent hourly paid crafts and trades positions. MSP applies only when the grade/pay band for which the spouse has applied is no higher than that previously held in the federal service. MSP is lost after accepting or declining any regular position on the base. There is no limit to the number of times MSP may be applied to referral and selection for a flexible position. However, MSP is terminated upon acceptance or declination of a regular position.

**B. REASSIGNMENTS** - Managers may reassign employees to other positions within the same employment category and pay plan level for which qualified at any time to promote the efficiency of the organization. Employees may request reassignment to other NAF positions by completing AF Form 2550 and submitting it to the HRO.

**C. DETAILS** - A detail is the temporary assignment of an employee to a different position without a change in pay for a period of time not to exceed 60 days. If management determines that your services are required in another position/area, a detail may be used to satisfy the requirement. Your supervisor records the detail on your AF Form 971, *Supervisor's Employee Brief*, in the Employee Work Folder as the experience and training gained may be important for later permanent placement actions.

**D. PROMOTIONS** - Permanent promotions are competitive unless:

- The promotion is the result of job growth;
- The promotion is the result of improper classification;
- The promotion is required to comply with a new classification standard; or
- The promotion follows competitive assignment to a developmental position.

You must meet the qualification requirements for the position.

**E. TEMPORARY PROMOTIONS** – Temporary promotions may be made non-competitively when an employee's services are needed in a higher grade or pay band position, and the

employee meets the qualification requirements for the position. Temporary promotions must be for minimum of at least two pay periods (4 weeks) and may not extend beyond 6 months.

If you are selected for another NAF position, you will usually be released not later than the pay period following the effective date of the action.

## **SECTION M -- BENEFITS**

- 1. GROUP LIFE AND MEDICAL INSURANCE:** If you are a regular category employee, you are eligible to enroll in the group insurance plans. Included in these programs are hospitalization, medical and surgical services, dental, life, accidental death and dismemberment coverage, and family life insurance.

You may elect health coverage immediately and coverage will begin the same date. The premiums may be paid from per-tax or after-tax dollars. If you initially waive insurance, you will have the opportunity to change your election options during open enrollment each year or for qualifying life events. The HRO will distribute information annually.

Life Insurance can be elected immediately, but coverage will begin on the 31<sup>st</sup> day of regular employment due to the 30-day waiting period for life insurance. If you initially waive insurance and later want to enroll, you must submit evidence of insurability to the insurance company at your own expense. They may approve or disapprove your enrollment.

You can obtain more information on benefits and costs from the HRO.

- 2. RETIREMENT PROGRAM:** If you have 12 months of regular Air Force NAF service and are currently regular category, you are eligible to enroll in the USAF NAF Retirement Plan. This program provides for retirement, disability and death benefits. These benefits, combined with Social Security, will give you, the retired or disabled employee, or your eligible survivor a measure of financial security. You will be provided more information on the plan upon becoming eligible to participate.

- 3. 401(K) SAVINGS PLAN:** If you are a regular category employee and have completed 30 days of DoD NAF service, you are eligible to participate in the NAF 401(K) Savings Plan. It is a retirement savings plan that allows you to set aside a portion of your salary to the Plan with special tax advantages. You control the amount of money you contribute to the Plan. The amount you contribute is deducted from your paycheck on a pretax basis. The Air Force will make a matching contribution depending upon the percent you contribute as follows:

<b>Your Contribution:</b>	<b>Air Force's Matching Contribution:</b>
1.0%	1.0%
2.0%	2.0%
3.0%	2.5%
4.0 and higher%	3.0%

You can invest your money in any of several investment options, each with different degrees of risk and reward potential. You will receive quarterly statements so you can keep track of your investments. You won't owe taxes on your contributions, or on any money they earn, until you withdraw the money from the Plan.

If an eligible employee chooses not to enroll, he/she must complete an enrollment form to decline participation. If the employee does not do so, the HRO will automatically enroll the employee in the plan with a 1% deduction and select an age-appropriate fund as the default fund for employee contributions.

- 4. WORKERS COMPENSATION PROGRAM:** All employees, except off-duty military employed by NAF, are entitled to worker's compensation benefits for injuries and illnesses incurred on the job and as a result of your employment. *To be eligible for benefits however, you must report the injury to your supervisor immediately. Failure to do so may result in loss of entitlements.* Your supervisor will provide you with the required forms to request treatment.

## **SECTION N -- COMMUNICATION/GRIEVANCES**

- 1. RESOLVING EMPLOYEE COMPLAINTS:** Under normal conditions if you have a job-related problem, question, or complaint, you should discuss it with your supervisor. The simplest, quickest, and most satisfactory solution often will be used at this level.

If the discussion with your supervisor does not answer your question or resolve the matter to your satisfaction, you can then present your case to the manager or director of your facility, (use your chain of command). At this point, if the matter is still not resolved satisfactorily, you may file an appeal or grievance.

Filing an appeal or grievance does not reflect unfavorably upon you, your standing in the organization, your loyalty, or your value to the organization. You are free to use these procedures without fear of penalty or reprisal.

The procedures for filing a grievance depend on the employee as follows:

- Regular employees who have completed their probationary period and who are eligible for Bargaining Unit coverage should refer to Article 34 of the Memorandum of Agreement LRAFB and AFGE Local 2066 NAF for grievance procedures.
- All other employees should refer to Section 9.14 of AFMAN 34-310 for grievance procedures.

## **SECTION O -- PERFORMANCE EVALUATION**

As a NAF employee, you must be aware of what is expected of you. Your supervisor should continuously monitor your work performance and provide training and/or assistance where needed. You will receive

an annual performance evaluation from your supervisor each year during the month of October. You will be advised whether you are or are not meeting the performance standards of your position. Crafts and Trades employees who have met the performance standards may be recommended for performance awards. Employees in Pay Bands I - IV who have met the performance standards may be recommended for performance awards and/or pay adjustments. Those employees not meeting their performance standards at any time will immediately be advised of their performance deficiencies, needed improvements, and be provided reasonable assistance and time to improve. Failure to improve may result in reassignment, change to lower grade/pay band, or separation.

## **SECTION P -- INCENTIVE AWARDS PROGRAM**

NAF employees play an important part in the efficiency and economical operation of the activity and we believe in recognizing them accordingly. All NAF employees may be considered for cash awards.

1. **PERFORMANCE AWARDS:** Performance awards are given to recognize outstanding performance of a continuing nature. These awards are normally given in conjunction with the annual performance evaluation cycle.
2. **ON-THE-SPOT CASH AWARDS:** A cash award may be given for a specific event that results in a unique contribution, which benefits the organization. The amount of the award is limited to \$250. There is no limit to the number of such awards that may be granted.
3. **SERVICE RECOGNITION:** This award reflects recognition of long and faithful service. Creditable federal service includes all APF and NAF civilian service, and all honorable military service, which are creditable for leave. A certificate is given for 5 years of service. A certificate and pin are given for 10, 20, 30, 40, and 50 years of service.
4. **TIME OFF AWARDS:** A time off award is granted in recognition of superior accomplishment or other personal effort, which

contributes to the quality, efficiency, or economy of operations. This award may be granted without loss of pay or charge to leave.

## **SECTION Q -- MAINTAINING DISCIPLINE**

Supervisors set reasonable standards of conduct for employees and they are responsible for informing you of the standards and insuring that they are observed. Disciplinary action will be taken against any employee who violates established rules. Disciplinary actions may consist of oral admonishment, written reprimand, suspension from duty without pay, or separation from duty for cause depending on the nature and circumstances surrounding the offense.

## **SECTION R -- BUSINESS BASED ACTIONS (BBA)**

A BBA is a reduction in employment category or pay rate, a change to lower grade or pay band, a furlough of eight calendar days or more, or a separation action initiated by management for non-disciplinary reasons. Even though we plan on continued growth and expansion, the business climate may hinder our efforts to do so. If it becomes necessary to reduce the staff and abolish positions, every effort will be made to provide as much notice as possible.

Normally, this notice would be seven days for flexible employees and 30 days notice for regular employees. In addition, every effort will be made to find alternate employment for you where possible. Regular employees with at least one year of service who are involuntarily separated under this procedure are entitled to receive severance pay. The amount of severance pay is one weeks pay for each of the first 10 years of service, and two weeks pay for each full year of continuous regular service beyond 10 years.

## **SECTION S -- TYPES OF SEPARATIONS**

- 1. RETIREMENT:** *If you are thinking about retirement, contact the HRO at least 3 months prior to your anticipated retirement date, if possible.*

**A. NORMAL RETIREMENT** - You must be 65 years old to retire under the plans “normal retirement” regardless of your years of credited service.

**VOLUNTARY EARLY RETIREMENT** – You must be at least 62 years of age with 5 years of credited service, at least 60 years old with 20 years of credited service or at least 55 years old with 30 years of credited service.

**B. OPTIONAL EARLY RETIREMENT** – You must be at least 52 years of age with 5 years of credited service.

2. **RESIGNATION:** An employee who wishes to resign completes an E-RPA Checklist at the employing activity. A forwarding address will be required. The effective date of the action must be the last day you expect to work. Two weeks advanced notice is customary and will be appreciated.
3. **TERMINATION:** A flexible employee may be terminated for any valid reason with a minimum 24-hour notice.
4. **SEPARATION DURING PROBATION (Regular and Flexible Employees):** An employee may be separated during their probationary period if while on probation their performance or progress on the job is unsatisfactory. Employees will normally be given 24-hour advance notice of separation.
5. **SEPARATION (Regular Employees):** Will normally be processed as Business Based Action according to Section R of this handbook.
6. **REMOVAL (Regular Employees):** This is an action taken by management for unsatisfactory performance, delinquency, or misconduct.
7. **RESIGNATION – ABANDONMENT:** An employee who fails to report for work or notify management for three consecutive workdays without a reasonable explanation is considered to have resigned.

## **SECTION T -- DRUG AND ALCOHOL ABUSE**

AFI 36-2701 and AFI 36-810 clearly presents the Air Force policy on alcohol. These guidelines state that all members have the responsibility to exercise good judgment in the use of alcohol when not otherwise restricted by public law or military directives. Your decision to consume or abstain from alcoholic beverages is your personal choice. However, if your alcohol consumption has an adverse impact on your performance or conduct on the job, then it becomes the concern of the supervisor. Professional counseling on alcohol or other substance abuse is available on Little Rock AFB. If you desire more information about this program, or would like to arrange for a confidential meeting with a counselor, contact your supervisor or the Alcohol, Drug Abuse Prevention and Treatment (ADAPT) office at 987-7338. Possession or use of illegal drugs is a crime and can be the basis of disciplinary action including removal. In addition, NAF employees are prohibited from possessing, selling or using drug abuse paraphernalia on- or off-duty at an Air Force installation. Failure to comply with this provision may result in disciplinary action. DON'T GAMBLE--JUST SAY "NO".

## **SECTION U -- UNION REPRESENTATIVE**

1. All Regular NAF employees outside of their probationary period are covered by the bargaining unit with the exception of employees engaged in personnel work and supervisors.
2. Under Statute, an employee has the right to join or assist a labor organization, or to refrain from such activity, freely, and without fear of penalty or reprisal. The decision to join or not to join is yours alone. If you decide not to join but need representation from the Union, the Union will still represent you.
3. The Federal Service Labor-Management Relations Statute gives bargaining unit members the right to union representation at an examination by a management representative in connection with an

investigation if: (1) the employee reasonably believes that the examination may result in disciplinary action against the employee and (2) the employee request representation. This is commonly referred to as Weingarten Rights.

## **SECTION V -- EMPLOYEE DEVELOPMENT/TRAINING**

NAF employees are eligible for all needed training offered through base facilities, Air Force, interagency, and non-government training for which they meet the established prerequisites, if quotas have been obtained, and funds have been approved. In addition, the Force Support Squadron employs a training technician whose function is to coordinate training for all FSS employees. Because of the variety of facilities comprising FSS, training requirements vary with the type of job and the type of facility. On-the-job training is in many cases the most effective and practical form of training offered. Because the FSS Commander considers training an important aspect of your job, new employees **MUST** attend NAF Newcomer's Orientation and Customer Service Training **within the first 30 days of employment**. We want to train and retain good employees. Your supervisor will document all your training on your AF Form 971, *Supervisor's Record of Employee*.

## **SECTION W -- MISCELLANEOUS**

- 1. SAFETY:** It is important to be safety-oriented at all times. Accident prevention is the responsibility of everyone, from reporting hazards to always working safely. Identify all safety hazards to your supervisor. Learn how to work safely.
- 2. PROPER MAILING ADDRESS AND PHONE:** It is the responsibility of each employee to keep his/her supervisor and the HRO informed of proper mailing address and home telephone number (home addresses and phone numbers are privacy act information). Any change in address or telephone number should be reported to the HRO and updated in My Money.
- 3. PUNCTUALITY:** You have the responsibility of reporting to your workstation on time. Your supervisor will determine whether you will or will not be excused for the period of tardiness, whether you

will be charged annual leave, LWOP, or whether such tardiness will be charged to AWOL.

4. **PUBLIC RELATIONS:** As an employee of a service organization, you will have constant contact with the public. We would like you to treat each customer courteously and professionally. Keep your personal life out of the workplace and do not gossip. This will ensure good relations with your public and your colleagues.
5. **IN/OUT PROCESSING:** All NAF employees are required to in/out process through the HRO.
6. **COMMON ACCESS CARD (CAC) & DEPENDENT ID CARDS:** NAF employees who have been issued a CAC and/or ID cards for dependents must turn this card in upon resignation to your supervisor or the HRO. Employees who do not return these items, which are government property, will have their names turned in to the Security Police and appropriate action will be taken to recover the card(s).
7. **PERSONNEL RECORDS:** You may review your personnel records by contacting the HRO. All NAF employees are given copies of all their personnel actions, such as pay increases, promotion, appointment, etc. These personnel actions are very important to keep, as they are a record of your employment here at Little Rock AFB. Official personnel records for all employees are retired to the National Archives in Valmeyer, IL 30 days after date of separation.
8. **SUPERVISOR'S EMPLOYEE WORK FOLDER:** Your supervisor maintains a 6-part folder, which consists of job related documentation such as training, work history, performance, and your conduct during your employment. The contents of this folder are confidential between you and your supervisor. If you desire to review your record, ask your supervisor. An employee's work folder is sent to your new supervisor upon reassignment or destroyed 60 days after separation.

**9. BULLETIN BOARDS:** Regulations and notices affecting your employment are posted on bulletin boards located in your activity. It is your responsibility to read them periodically.

**10. CELL PHONE USAGE ON BASE:** Vehicle operators on a DoD installation will not use cell phones unless the vehicle is safely parked or unless they are using a hands-free device, i.e. a Bluetooth or speakerphone. The wearing of any other portable headphones, earphones, or other listening devices (except for hands-free cellular phones) while operating a motor vehicle is prohibited.

**SECTION X -- BASE FACILITIES FOR CIVILIAN EMPLOYEES**

The following Little Rock AFB facilities are available to all NAF Personnel:

- Bowling Center
- Hangar 1080
- Skills Center
- TCAC
- Swimming Pool
- Child Development Center
- Lodging
- Golf Course
- Library
- Outdoor Rec/Stables
- Fitness Center
- Youth Center

Civilian employees may **not** use the following base facilities unless entitled to do so by being a retired military member or military dependent.

- Base Exchange
- Commissary
- Service Station
- Theater
- Shoppette

## APPENDIX 1

### POLITICAL ACTIVITY DO'S AND DON'TS FOR FEDERAL EMPLOYEES

- **May** be candidates for public office in nonpartisan elections
- **May** register and vote as you choose
- **May** assist in voter registration drives
- **May** express opinions about candidates and issues
- **May** contribute money to political organizations
- **May** attend political fundraising functions
- **May** attend and be active at political rallies and meetings
- **May** join and be an active member of a political party or club
- **May** sign nominating petitions
- **May** campaign for or against referendum questions, constitutional amendments, municipal ordinances
- **May** campaign for or against candidates in partisan elections
- **May** make campaign speeches for candidates in partisan elections
- **May** distribute campaign literature in partisan elections
- **May** hold office in political clubs or parties

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- **May not** knowingly solicit or discourage the political activity of any person who has business before the agency
  - **May not** engage in political activity while on duty
  - **May not** engage in political activity in any government office
  - **May not** use your official authority or influence to interfere with an election
  - **May not** 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
  - **May not** engage in political activity while wearing an official uniform
  - **May not** engage in political activity while using a government vehicle

- **May not** solicit political contributions from the general public
  - **May not** be candidates for public office in partisan elections
- For additional information you may contact the HRO.

## **APPENDIX 2**

### **CHILD SUPPORT INFORMATION FOR FEDERAL EMPLOYEES**

Executive Order 12953 requires the Federal Government be a model employer in assisting in the establishment and enforcement of child support. As a federal employee, you have the same rights and responsibilities under child support laws as other parents.

If you need information about the Child Support Enforcement (CSE) Program or how to establish or enforce an order, contact your local CSE office. Check your telephone directory for the local social services agency listing or call the state CSE Agency listed below for the telephone number of your local office.

If you owe child support, keep your payments current. A convenient way is to have the payment withheld from your wages and automatically sent to the collecting authority. Your payroll office or Human Resources Office can give you more information on establishing a payroll allotment.

Federal wages can be garnished to enforce a legal obligation to provide child support payments. Federal personnel records are regularly crossmatched with records of persons who owe child support.

For more information, contact a Human Resources Office representative at 987-6440.

### **ADMINISTRATION FOR CHILDREN & FAMILIES OFFICE OF CHILD SUPPORT ENFORCEMENT FACT SHEET – STEPS TO COLLECTING CHILD SUPPORT**

The Child Support Enforcement (CSE) Program is a federal/state/local effort to locate parents, their employers, and/or their assets; establish paternity, if necessary; and establish and enforce child support orders.

State and local CSE offices provide day-to-day operation of the program. The federal CSE office provides funding, issues policies, ensures federal requirements are met, and interacts with other federal agencies helping support the CSE Program.

***How do I apply?***

In most states, CSE offices are listed under the human services agency in the local government section of the telephone directory. If there is not a separate listing, the human services agency information operator should be able to give you the number. State CSE agencies and telephone numbers for local offices are listed below.

Call your CSE office to learn how to apply for enforcement services and what documents (birth certificates, financial statements, etc.) you should provide.

***What are the steps to collecting support?***

The first step, if a child was born out of wedlock is to establish paternity or make a legal determination of who fathered the child. Many men will voluntarily acknowledge paternity. Either parent can request a blood test in contested paternity cases. Your caseworker will help you establish paternity for your child.

Establishing the obligation is the next step. The fair amount of child support the noncustodial parent should pay is determined according to state guidelines. Your CSE office will tell you how support award amounts are set in your state. Your CSE office can also request medical support for your child.

The last step is enforcement of the child support order. The CSE office will help with collecting the money due no matter where the noncustodial parent lives.

When paternity is established, the child may be able to interact with both parents as well as both parents' families. Also, the father can reclaim his right to a relationship with his child.

***Why should paternity be established in the father is still in school or has no job?***

Even if the father is still in school or has no job, establishing paternity now will make it easier to actually collect child support when the father is working.

***Can paternity be established if the father lives in or moves to another state?***

Yes. It may be more difficult to establish paternity if the father is out of state, but states are required by law to cooperate in handling requests for paternity establishment.

***How is paternity established?***

If the alleged father accepts that he is, in fact, the father, a legal document certifying his paternity is prepared.

If the alleged father denies paternity, the case may go to trial, where the judge may order a blood or genetic test and rule on paternity on the basis of testimony and test results. Either party in a paternity dispute may request a blood or genetic test.

***Why are laboratory tests necessary?***

The results from blood testing can be presented as evidence to establish the relationship between the father and child. The results can also be used to exclude a man wrongfully accused from consideration as the father.

***Are laboratory tests accurate?***

The tests used for paternity establishment have a very high degree of accuracy. A recently developed genetic test has an accuracy rate close to 100 percent.

## STATE CHILD SUPPORT ENFORCEMENT OFFICES

STATE	TOLL-FREE NUMBER	CSE OFFICE
ALABAMA	1-800-284-4347	(205) 242-9300
ALASKA	1-800-478-3300	(907) 269-6900
ARIZONA	1-800-882-4151	(602) 252-4045
ARKANSAS	1-800-264-2445	(501) 682-8398
CALIFORNIA	1-800-777-2515	(916) 654-1532
COLORADO		(303) 866-5994
CONNECTICU T	1-800-228-5437	(203) 566-1830
DELAWARE		(302) 577-4863
DC	(City only)	(202) 724-8800
FLORIDA	1-800-622-5437	(904) 922-9590
GEORGIA	1-800-227-7993	(404) 657-3851
GUAM		011 (671) 475-3360
HAWAII		(808) 587-3698
IDAHO	1-800-356-9868	(208) 334-5710
ILLINOIS	1-800-447-4278	(217) 524-4602
INDIANA	1-800-622-4932	(317) 232-4894
IOWA		(515) 281-5580
KANSAS		(913) 296-3237
KENTUCKY	1-800-248-1168	(502) 564-2285
LOUISIANA	1-800-256-4650	(504) 342-4780
MAINE	1-800-371-3101	(207)287-2886
MARYLAND	1-800-332-6347	(410) 767-7619
MASSACHUSE TTS	1-800-332-2733	(617) 577-7200
MICHIGAN		(517) 373-7570
MINNESOTA		(612) 296-2542
MISSISSIPPI	1-800-948-4010	(601) 359-4500
MISSOURI	1-800-859-7999	(314) 751-4301

MONTANA	1-800-346-5437	(406) 444-4614
NEBRASKA	1-800-831-4573	(402) 471-9103
NEVADA	1-800-992-0900	(702) 687-4744
NEW HAMPSHIRE	1-800-852-3345 (4427)	(603) 271-4426
NEW JERSEY	1-800-621-5437	(609) 588-2915
NEW MEXICO	1-800-432-6217	(505) 827-7200
NEW YORK	1-800-342-3009	(518) 474-9081
NORTH CAROLINA	1-800-992-9457	(919) 571-4114
NORTH DAKOTA	1-800-755-8530	(701) 328-3582
OHIO	1-800-686-1556	(614) 752-6561
OKLAHOMA	1-800-522-2922	(405) 522-5871
OREGON	1-800-850-0228	(503) 373-1696
PENNSYLVANIA	1-800-932-0211	(717) 787-3672
PUERTO RICO	1-800-636-6737	(809) 722-4731
RHODE ISLAND	1-800-922-0536	(401) 277-2847
SOUTH CAROLINA	1-800-768-5858	(803) 737-5870
SOUTH DAKOTA		(605) 773-3641
TENNESSEE	1-800-874-0530	(615) 741-2441
TEXAS	1-800-252-8014	(512) 463-2181
UTAH	1-800-257-9156	(801) 536-8500
VERMONT	1-800-786-3214	(802) 241-2319
VIRGIN ISLANDS		(809) 774-5666
VIRGINIA	1-800-468-8894	(804) 692-1428
WASHINGTON	1-800-457-6202	(206) 586-3162
WEST VIRGINIA	1-800-249-3778	(304) 558-3780
WISCONSIN		(608) 266-9909
WYOMING	1-800-457-3659	(307) 777-7631

## APPENDIX 3

### MEDICAL INFORMATION ON HIV

**1. What is HIV/AIDS? HIV = Human Immunodeficient Virus.** It is a Virus that specifically attacks human's immune system and causes "Immundeficiency". When we are "Immune Deficient", our immune system is damaged and cannot fight off viruses, bacteria, and other organisms that are around us daily.

**AIDS = Acquired Immunodeficiency Syndrome.** Acquired means to get something. A syndrome is a group of physical signs and symptoms (i.e. fatigue, weight loss, enlarged lymph nodes, diarrhea) not a specific disease. AIDS is a syndrome characterized by inadequate immune system and associated with many different illnesses called opportunistic diseases. **These illnesses are ones that people with normal systems don't usually get.** A person who is HIV infected or HIV positive (+) does not have AIDS until these opportunistic diseases or illnesses are present. Example: rare puemonia's (Pneumocystis carinii or PCP) and cancers (Kaposi Sarcoma).

**2. What is the AIDS/HIV Test?** Our immune system does try to fight HIV. When first infected, our immune system launches a normal attack. This results in production of HIV antibodies. An HIV test looks for antibodies against HIV. It does not look for the virus itself. A positive(+) test means the person is infected with HIV. It can take 6 weeks to 1 year after infection before antibodies are produced and the HIV test is positive(+).

**3. How long does it take to develop AIDS?.** Average time for HIV infection to AIDS is 7 - 10 years. Many will get non specific symptoms within 5 years. It is very important to remember that an HIV (+) person is infectious to others from the time he or she was infected. They don't have to have AIDS to infect someone else with HIV.

**4. How common is HIV/AIDS?** There are an estimated 14 million infected with HIV throughout the world! In the USA there have been over 350,000 AIDS cases reported, and estimated 1 - 1.5 million people

living with HIV. More than 40,000 NEW cases of AIDS (not HIV) reported yearly.

## 5. How do you get HIV?

- HIV is found in the following body fluids: **Blood, Plasma, Semen, Vaginal Secretions, Breast Milk.** Even though it has been isolated from other fluids, it has only been shown to be spread from: **Blood, Blood Products Semen, vaginal Secretions, and Breast Milk.** To become infected with HIV, one of those infected body fluids must enter the body.
- Most common means of HIV spread is through sexual intercourse with an infected person. This puts any sexually active person potentially at risk. Other common methods of spreading HIV(+) mothers, and infected mother's breast milk.
- Medical workers, because their job may expose them to body fluids, are at risk. Medical workers get additional training in Universal Precautions to protect them from getting HIV or any other bloodborne pathogen on the job.

**6. Just important is how HIV is NOT spread?** By learning the facts, we can dispel fear of the unknown or misunderstood. No friends, family members, co-worker or classmates of anyone with AIDS ever got HIV from them without engaging in a risky activity such as sexual intercourse, sharing drug paraphernalia or other means of exchanging body fluids. HIV is simply not spread by casual contact. HIV/AIDS is not transmitted by: hugging touching shaking/holding hands, coughing, sneezing, sharing food or drink

## 7. How can I prevent from getting HIV or help stop its spread?

There is no vaccine or pill to take to cure HIV at this time. Therefore, prevention through **EDUCATION** is the best approach. Knowing the correct information, how you get HIV, how to avoid it, and dispelling rumors is the key to prevention. Learn and avoid the risks behaviors listed above under 5b. Educate those you love and pass the information on next to the next generation. Learn about safe/safer sex. If you're a medical worker, learn about Universal Precautions.

**8. First aid situations.** During a first aid situation, there is risks of exposure to someone else’s blood or body fluid. It is important to make sure all first aid kits in the work area are properly stocked at all times and equipped with latex gloves. Never handle anyone else’s blood with bare hands or allow it to directly contact your skin. You should cover wounds with a nonpenetrable (nonabsorbent) material such as latex or plastic. Sterile cotton gauze or tissues can be placed directly on the wound to absorb the blood, followed by a plastic or latex film which is placed over the gauze. This will build a barrier between you and the blood/body fluid to protect from exposure.

**9. Where to get more information:**

LRAFB Public Health Office	987-7209
Education and Training	987-6027
LRAFB Legal Office	987-7886
NAF Human Resource Office	987-6441
US Public Health Service Hotline	(800) 342-2437
National AIDS Clearinghouse	(800)458-5231

## **APPENDIX 4**

### **FORCE PROTECTION AWARENESS**

**FPCON** is when terrorist activity is suspected to be possible in the area. There are 4 different levels of FPCON. Each level of FPCON has a plan that is to be put into place. Your supervisor will tell you what needs to be done during each level. The levels are as follows:

**FPCON ALPHA** – This condition is declared when there is general warning of possible threat activity, the nature and extent of which are unpredictable and when the circumstances do not justify full implementation of the measures contained in a higher FPCON.

**FPCON BRAVO** – This condition is declared when there is an increased and more predictable threat even though no particular target has been identified.

**FPCON CHARLIE** – This condition is declared when an incident occurs or when intelligence is received indicating some form of threat of action is imminent.

**FPCON DELTA** – This condition is declared when an attack has occurred, or when intelligence is received that action against a specific location is likely.

When any of these conditions are in effect, you will need your ID card to gain access to different areas of the base to include entering and exiting the base. During some of these conditions, access to the base will be limited to those with the proper identification.

## APPENDIX 5

### MY LES AND MY MONEY

To access your Leave and Earnings Statement (LES), you can go to the My Money website at <https://nafpay.afsv.net>. Your username will be: first name.middle initial.last name. Your first time password will be NAFt!+the last four digits of your social security number.

For example: Jane R. Smith, SSN 111-22-3333

Username: jane.r.smith Password: NAFt!+3333

After you have logged on, you must create a new password immediately that will have to be at least nine characters long and will have to include 2 upper case letters, 2 lower case letters, 2 numbers and 2 special characters. Once you have established this, you will be able to log on to My Money and view your LES as well as update your personal information, such as federal taxes (for state taxes you will still need to stop by the Human Resources Office), address, allotments and accounts.

If you have any problems logging onto the website or if you need your password reset, please contact one of the following offices for assistance:

NAF Human Resources                      987-6440

NAF Accounting                              987-6904

***Note: Only NAF employees can request to reset their passwords, NOT their spouses or children!***