

.01 Confidentiality - Handling Special Cases - Employees

REVISION 08
(04/01/09 – 06/30/09)

Employees who receive benefits in any FAA program must complete the application process during hours that do not interfere with their scheduled work hours. The following may be used:

- Annual leave
- Leave without pay
- Flex off time
- Before their scheduled work hours
- During their lunch hour
- After their scheduled work hours
- Weekends

When inquiring on or providing information for their case, an employee must NOT use the following ON STATE TIME:

- Interoffice mail
- Office FAX machines
- State telephones

NOTE An employee may have access to and use the same resources as any other participant during their OFF-WORK TIME.

[Lock the case files](#) of employees who are or have ever been FAA participants.

Each local office has assigned staff who conduct the interview, and complete and maintain the employee's [case file\(g\)](#).

The assigned staff assists the employee with any questions regarding the case. When the assigned staff is not available, his or her supervisor assists the employee.

Employees must not inquire into their own cases or the cases of friends and relatives.

WARNING

All AZTECS inquiries are recorded.